WILDBLUE COMMUNICATIONS

EDUCATION AND TRAINING

WildBlue Return Materials Authorization (RMA) User Manual WildBlue Dealers and Installers

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INTRODUCTION

The **Return Materials Authorization (RMA) Online Tool** allows the WildBlue Retail Installer and Dealer to capture equipment serial numbers of failed equipment used to repair WildBlue Service, and then return the defective equipment and obtain a replacement. The RMA process is required after an Installer completes an **Installation Order** where there has been **Dead-on-Arrival (DOA)** equipment or on a completed **Service Call** where there has been an equipment failure. The WildBlue equipment covered in the RMA process are the Satellite Modem and the TRIA.

The details of the removed equipment, as well as customer data, are captured in a Web-based application, the **RMA Online Tool**, ensuring 100% tracking and eliminating the use of paper documentation. The RMA Online Tool provides shipping through the WildBlue partner, **UPS™**, thereby, saving the Installer and Dealer time and money.

When closing a Service Call, use the **RMA Online Tool** in conjunction with the **Auto Truck Roll Close Tool**. Just as the Auto Truck Roll Close Tool allows the Installer to request to close a Service Order online without contacting a Wildblue Care Agent on the telephone, the RMA Online Tool allows the Installer to return failed equipment and obtain replacement equipment without a telephone call.

Additional access tools allow the Dealer to track and, if desired, complete RMA requests entered by their associated Installers, while providing a method to enter new RMA requests in behalf of their Dealership.

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RMA REQUIREMENTS

Installation DOA Requirements

Steps for Installers who are completing an Installation with DOA Equipment:

Step 1. Before leaving Customer Site:

- On the **Installation Completion Form** in the **Failed EQ** area:
  a. Either TRIA or Modem is circled
  b. Enter the serial number of the failed equipment
  c. Customer initials and signs **Installation Completion Form**

Step 2. After leaving Customer Site:

- Access the **RMA Online Tool** and open the **Field RMAs Details** page:
  a. Complete all necessary fields on **Field RMA Details** page
  b. Click on the **Save** button to create an RMA Record Number
  c. Click on the **Packing Slip** button
  d. Validate and Print the **Packing Slip**
  e. Click on the **Submit** button to create a UPS Tracking Number and finalize the RMA Record
  f. Click on the **Shipping Label** button and print **Shipping Label**
- Shipping Equipment:
  a. Pack Failed Equipment in an original WildBlue shipping box. *Equipment returned in non-WildBlue boxes will not be processed or replaced.*
  b. Place the **RMA Packing Slip** inside the failed equipment box.
  c. Attach the **UPS™ Shipping Label** to the outside of the box.
  d. Deliver the failed equipment box to the closest UPS shipping location for shipping.

Step 3. Replacement Equipment:

- UPS™ ships replacement equipment to the **Ship From Address** on the RMA request.
- Once the **RMA Record Status** displays *Received Complete*, UPS™ ships the replacement equipment. Within approximately 3-5 business days, the shipper receives the Replacement Equipment.
- To Access the **RMA Online Tool Equipment Search** page to get UPS™ tracking number of Replacement Equipment. Access the UPS™ site (URL: www.ups.com) to view the current tracking for the shipment.

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Service Call Requirements

Steps for Installers who are completing a Service Call:

Step 1. Before leaving Customer Site:

- Access the **Auto Truck Roll Close Tool**:
  a. Complete fields necessary for the Service Call.
  b. Select either IDU or ODU in the Service Call Resolution field
  c. Enter the Serial Number of the failed and replacement equipment in the Comments field
  d. Click on the Next button to get to the Confirmation Page
- On the **Repair Completion Form** in the **Failed EQ** area:
  a. Either TRIA or Modem is circled
  b. Enter the serial number of the failed equipment
  c. Customer initials and signs **Repair Completion Form**

Step 2. After leaving Customer Site:

- Access the **RMA Online Tool** and open the **Field RMAs Details** page:
  a. Complete all necessary fields on **Field RMA Details** page
  b. Click on the **Save** button to create an RMA Record Number
  c. Click on the **Packing Slip** button
  d. Validate and Print the **Packing Slip**
  e. Click on the **Submit** button to create a UPS Tracking Number and finalize the RMA Record
  f. Click on the **Shipping Label** button and print **Shipping Label**
- Shipping Equipment:
  a. Pack Failed Equipment in an original WildBlue shipping box. *Equipment returned in non-WildBlue boxes will not be processed or replaced.*
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NOTE: *For detail on how to use the **Auto Truck Roll Close Tool** refer to the Auto Truck Roll Close – Installer User Manual.*

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RMA Field Requirements

Installers provide the data on all RMA Records for the following fields:

- **Order Number Field:** Data for this field in on the **DSI Work Order**. Called the **WildBlue Order Number**, this number is located on the **DSI Work Order** under the **Job Number** field. *It has 9 digits starting with a one (1).*
- **Order Type Selection:** Select either the New Install or Service Call radio button.
- **Equipment Plan Selection:** Select either the Purchased or Leased radio button.
- **For TRIA Replacement:**
  - ***Serial Number fields:*** Provide both the old (failed)* and new (replacement) equipment Serial Numbers.
    *See **Important Information about Unreadable Serial Numbers** on page 22 if the serial number is unreadable.
  - ***Polarization Selection:*** Select either the Left or Right radio button to match old (failed) equipment.
  - ***Replacement Polarization Selection:*** Select either the Left or Right radio button to match the desired polarization of the new (replacement) equipment.
  - ***Failure Symptoms Field:*** Select one or more observable equipment failure reason.
- **For Modem Replacement:**
  - **Serial Number Field:** Provide old (failed) equipment Serial Number
  - ***MAC Address Field:*** Provide old (failed) equipment MAC Address
  - ***Failure Symptoms Field:*** Select one or more observable equipment failure reason.

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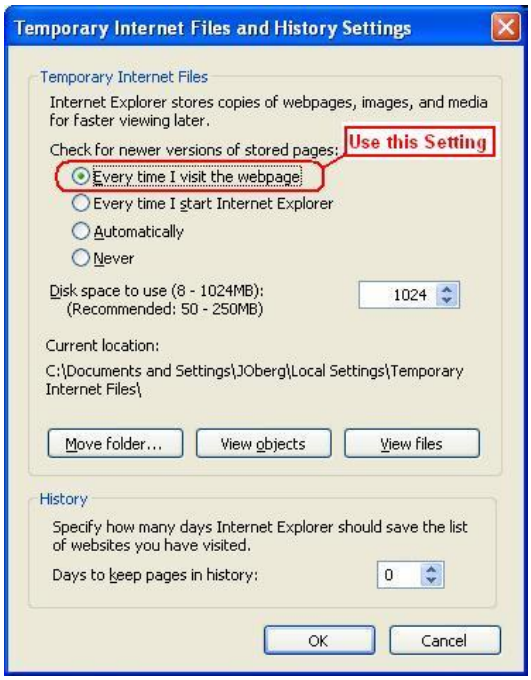
ACCESSING THE RMA ONLINE TOOL

Browser Setup

The only approved browser for the **RMA Online Tool** is **Microsoft Internet Explorer** Version 6.0 or higher. Other browser may work, but are not supported. Follow the steps below to prepare the browser to access the site:

- Clear the browser **History** before accessing the site.
- Disable the browser **Pop-up Blocker**.
- Set **Newer Version** on the browser **Internet Options-Temporary Internet Files and History Setting** to every visit.


Temporary Internet Files and History Settings
Temporary Internet Files
Internet Explorer stores copies of webpages, images, and media for faster viewing later.
Check for newer versions of stored pages:
Use this Setting
Every time I visit the webpage
Every time I start Internet Explorer
Automatically
Never
Disk space to use (8 - 1024MB):
(Recommended: 50 - 250MB)
1024
Current location:
C:\Documents and Settings\JOberg\Local Settings\Temporary Internet Files\
Move folder...
View objects
View files
History
Specify how many days Internet Explorer should save the list of websites you have visited.
Days to keep pages in history:
0
OK
Cancel

RMA Tool Login

Step 1. Access to the RMA Online Tool is provided by the following URL:

https://care.wildblue.com/Wildblue.Care.Rma/

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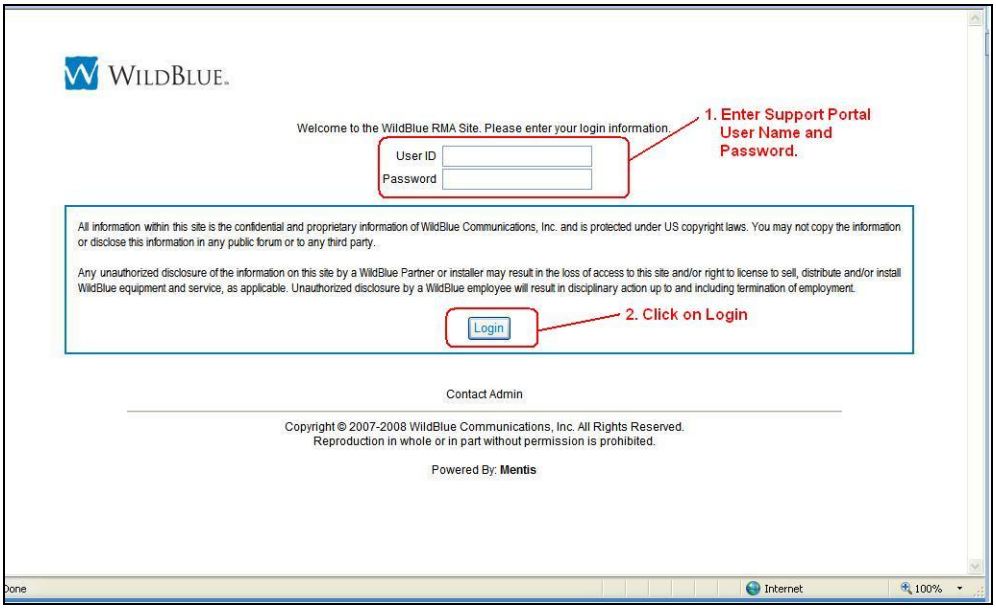
Step 2. On access, the **Welcome** page will display. Use an active Support Portal **WildBlue Retail Installer or Dealer ID** and password in the **User ID** and **Password** fields and click on the **Login** button.


WILDBLUE.
Welcome to the WildBlue RMA Site. Please enter your login information.
User ID
Password
1. Enter Support Portal User Name and Password.
All information within this site is the confidential and proprietary information of WildBlue Communications, Inc. and is protected under US copyright laws. You may not copy the information or disclose this information in any public forum or to any third party.
Any unauthorized disclosure of the information on this site by a WildBlue Partner or installer may result in the loss of access to this site and/or right to license to sell, distribute and/or install WildBlue equipment and service, as applicable. Unauthorized disclosure by a WildBlue employee will result in disciplinary action up to and including termination of employment.
Login
2. Click on Login
Contact Admin
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Reproduction in whole or in part without permission is prohibited.
Powered By: Mentis
Done
Internet
100%

IMPORTANT: *If entered User ID and/or Password do not work to access the site, verify that the User ID and Password can access the Support Portal:*

- *If the ID does not work in the Support Portal, Email Training@wildbluecorp.com to request a password reset.*
- *If the ID works in the Support Portal, reenter the User ID and Password into the RMA login page and try again. If the User ID and/or Password still do not work Email RMASupport@wildbluecorp.com to request support.*

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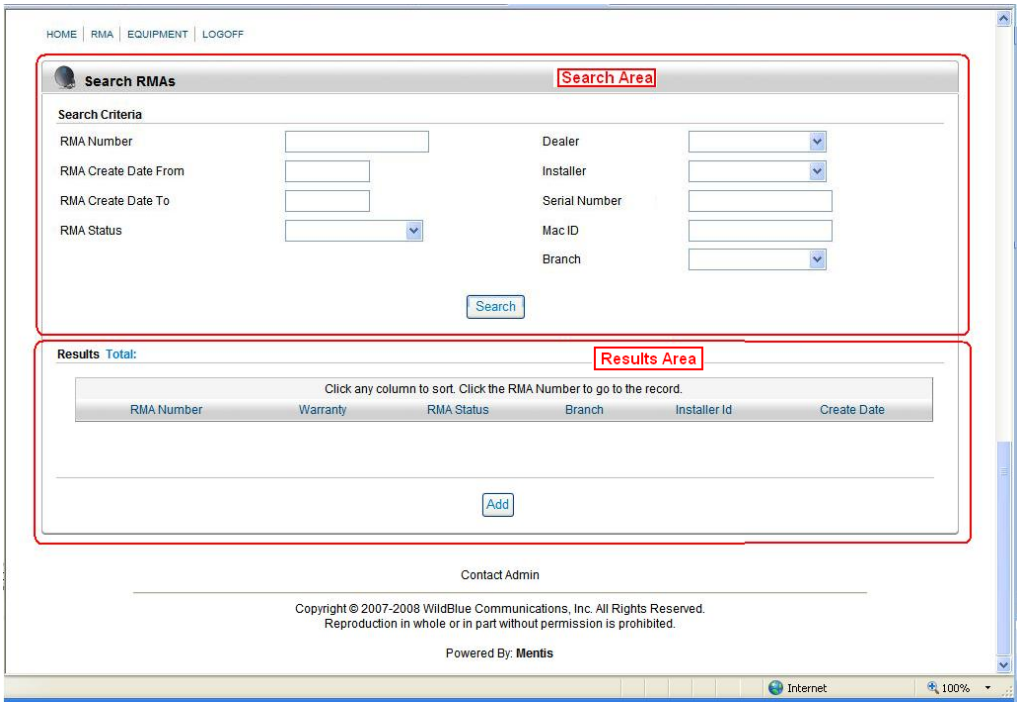
RMA ONLINE TOOL OVERVIEW

RMA Online Tool Page Display

RMA Online Tool pages have two areas: the **Search Area** and the **Results Area**.

- The **Search Area** displays the list of relevant search criteria for the displayed page. Clicking on the **Search** button without criteria will populate the **Results Area** with all records associated with the *User ID* used on the **Welcome** page.

- The **Results Area** displays the list of records related to the criteria entered in the Search area.



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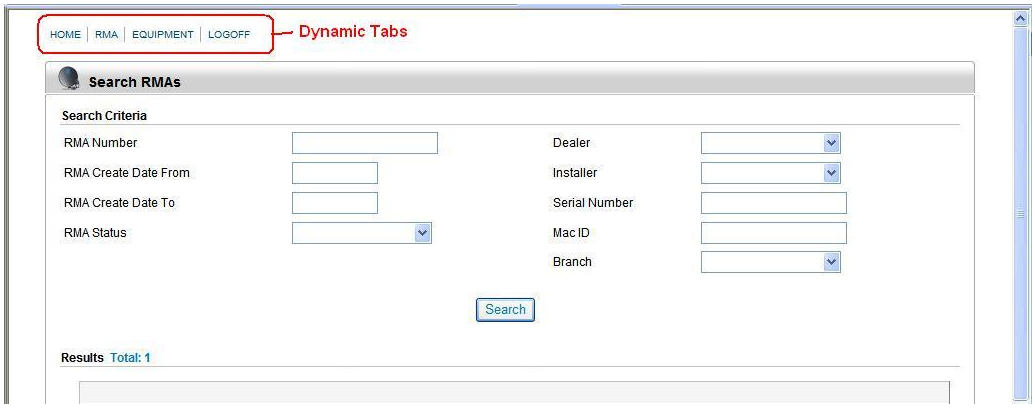
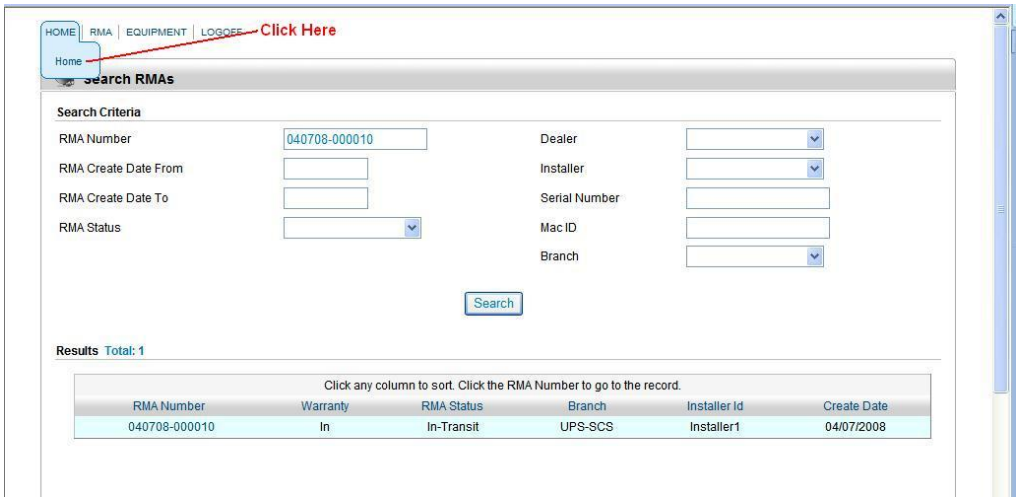
RMA Tab Navigation

- **RMA Tool Page Tabs:** There are four Dynamic Tabs in the RMA Online Tool; **Home**, **RMA**, **Equipment**, and **Logoff**. The tabs are located at the top-left of the page.



- **Home Tab:** The **Home Tab** page is the first page displayed after login and displays the **Search RMAs** page. To access this page from other pages, roll the computer mouse over the **Home Tab** to open the **Dynamic Selection List** and click on *Home* from the list.



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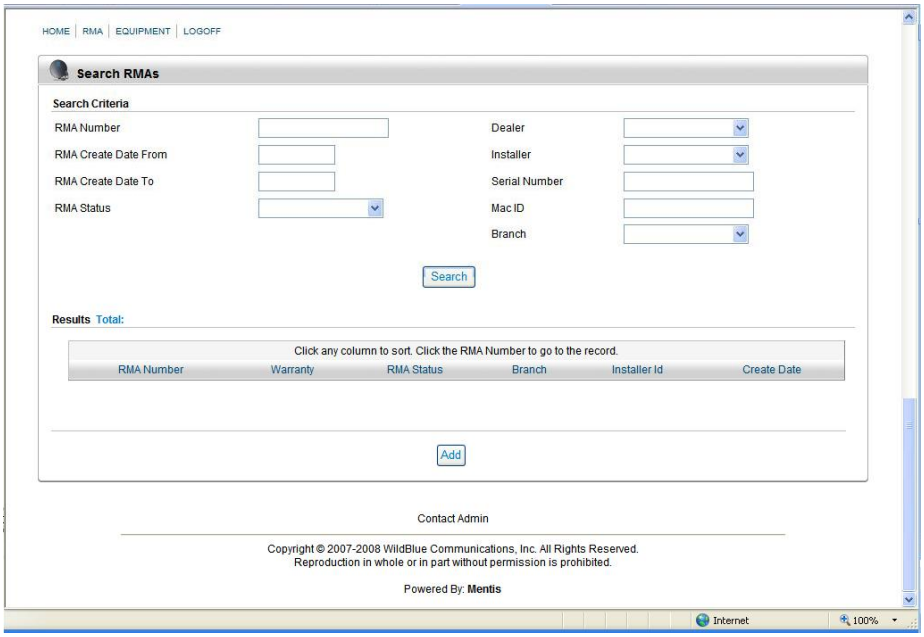
- **RMA Tab:** The **RMA Tab** has two page selections on the **Dynamic Selection List**: the **Search RMAs** page and the **Field RMA Details** page. To access either page from other pages, roll the computer mouse over the **RMA Tab** to open the **Dynamic Selection List** and click on the *desired page* from the list.

  - The **Search RMAs** page is available from either the **RMA Tab** or the **Home Tab Dynamic Selection List**. Use this page to locate existing RMA records from RMA record criteria.



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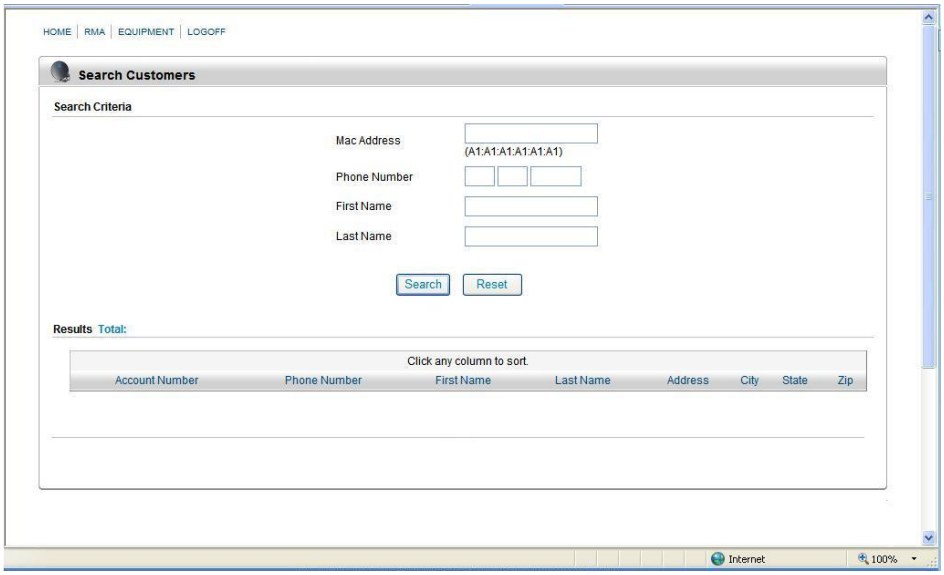
- Use the **Search Customer** page to locate existing *Customer Records* to create new *RMA Records*. The **Search Customers** page is available by either:
  - Selecting the Field RMA Details page from the **RMA Tab Dynamic Selection List**
  - Clicking the **Add** button on the bottom of the **Home/RMA Search** page



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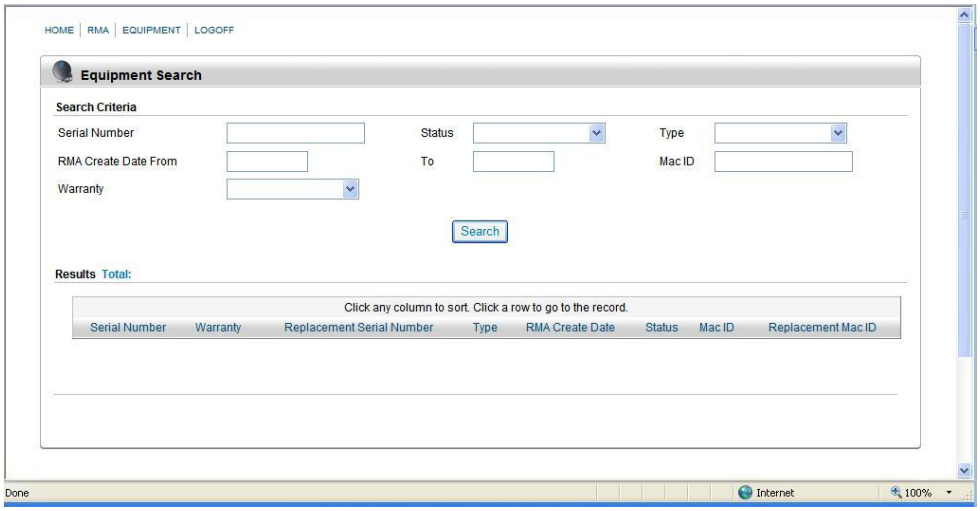
- **Equipment Tab:** The **Equipment Tab** has a single selection on the **Dynamic Selection List**: the **Equipment Search** page. To access this page from other pages, roll the computer mouse over the **Equipment Tab** to open the **Dynamic Selection List** and click on the *Equipment page* from the list.

  - Selecting **Equipment Search** page from the **Equipment Tab Dynamic Selection List** displays the **Equipment Search** page. Use this page to locate RMA records using equipment search criteria.



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- **Logoff Tab:** The **Logoff Tab** has a single selection on the **Dynamic Selection List**: the **Logoff** page. To access this page from other pages, roll the computer mouse over the **Logoff Tab** to open the **Dynamic Selection List** and click on the *Logoff page* from the list.

  - Selecting **Logoff** page from the **Logoff Tab Dynamic Selection List** displays the **Logoff Confirmation** page. Clicking on the Login button on this page will open the Welcome page.

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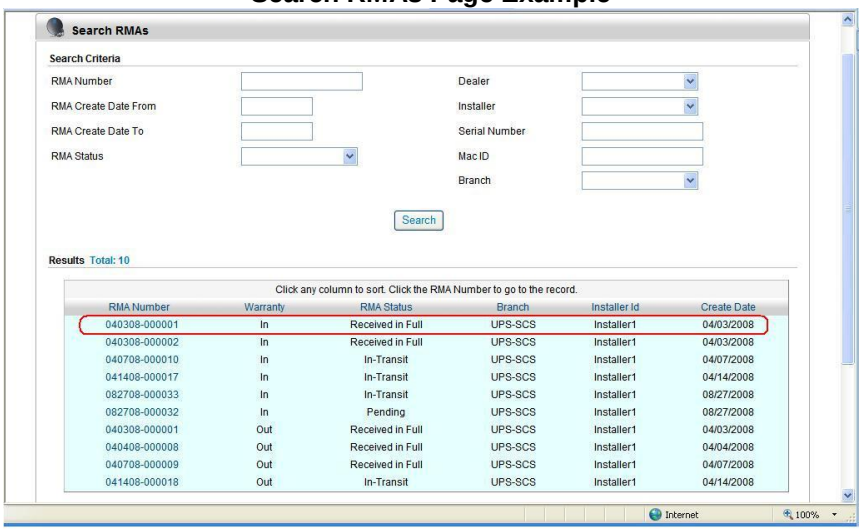
Existing RMA Record Access

A completed search in either the **Search RMAs** page or the **Equipment Search** page results in a list of **RMA Records** in the page **Results Area**.

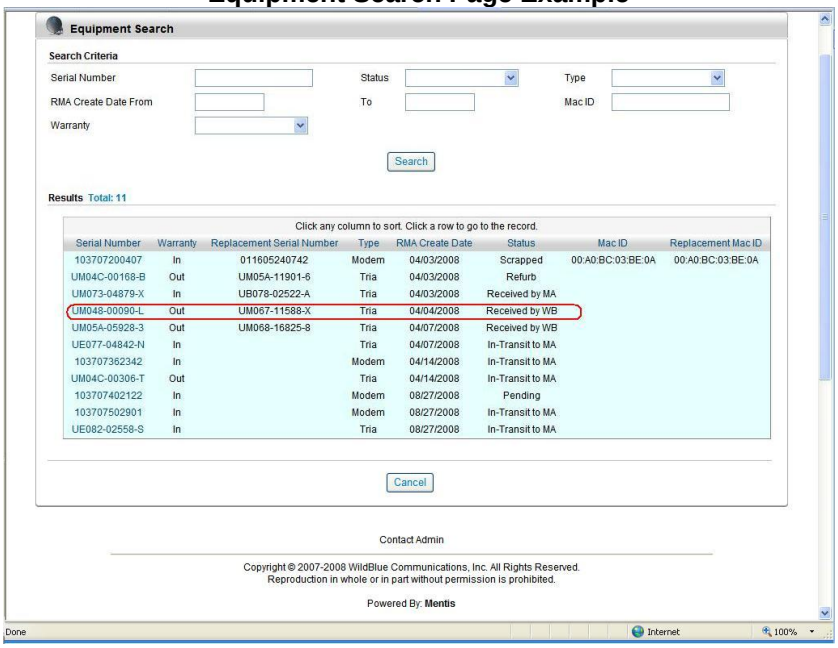
- Selecting a **RMA Record** on the **Search RMAs** page opens the customer oriented **Field RMA Details** page for that record.

Search RMAs Page Example


Search RMAs
Search Criteria
RMA Number
RMA Create Date From
RMA Create Date To
RMA Status
Dealer
Installer
Serial Number
Mac ID
Branch
Search
Results Total: 10
Click any column to sort. Click the RMA Number to go to the record.
RMA Number Warranty RMA Status Branch Installer Id Create Date
040308-000001 In Received in Full UPS-SCS Installer1 04/03/2008
040308-000002 In Received in Full UPS-SCS Installer1 04/03/2008
040708-000010 In In-Transit UPS-SCS Installer1 04/07/2008
041408-000017 In In-Transit UPS-SCS Installer1 04/14/2008
082708-000033 In In-Transit UPS-SCS Installer1 08/27/2008
082708-000032 In Pending UPS-SCS Installer1 08/27/2008
040308-000001 Out Received in Full UPS-SCS Installer1 04/03/2008
040408-000008 Out Received in Full UPS-SCS Installer1 04/04/2008
040708-000009 Out Received in Full UPS-SCS Installer1 04/07/2008
041408-000018 Out In-Transit UPS-SCS Installer1 04/14/2008
Internet
100%

- Selecting a **RMA Record** on the **Equipment RMAs** page opens the equipment oriented **Equipment Details** page for that record.

Equipment Search Page Example


Equipment Search
Search Criteria
Serial Number
RMA Create Date From
Warranty
Status
To
Type
Mac ID
Search
Results Total: 11
Click any column to sort. Click a row to go to the record.
Serial Number Warranty Replacement Serial Number Type RMA Create Date Status Mac ID Replacement Mac ID
103707200407 In 011605240742 Modem 04/03/2008 Scrapped 00:A0:BC:03:BE:0A 00:A0:BC:03:BE:0A
UM04C-00168-B Out UM05A-11901-6 Tria 04/03/2008 Refurb
UM073-04879-X In UB078-02522-A Tria 04/03/2008 Received by MA
UM048-00090-L Out UM067-11588-X Tria 04/04/2008 Received by WB
UM05A-05928-3 Out UM068-16825-8 Tria 04/07/2008 Received by WB
UE077-04842-N In Tria 04/07/2008 In-Transit to MA
103707362342 In Modem 04/14/2008 In-Transit to MA
UM04C-00306-T Out Tria 04/14/2008 In-Transit to MA
103707402122 In Modem 08/27/2008 Pending
103707502901 In Modem 08/27/2008 In-Transit to MA
UE082-02558-S In Tria 08/27/2008 In-Transit to MA
Cancel
Contact Admin
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Powered By: Mentis
Done
Internet
100%

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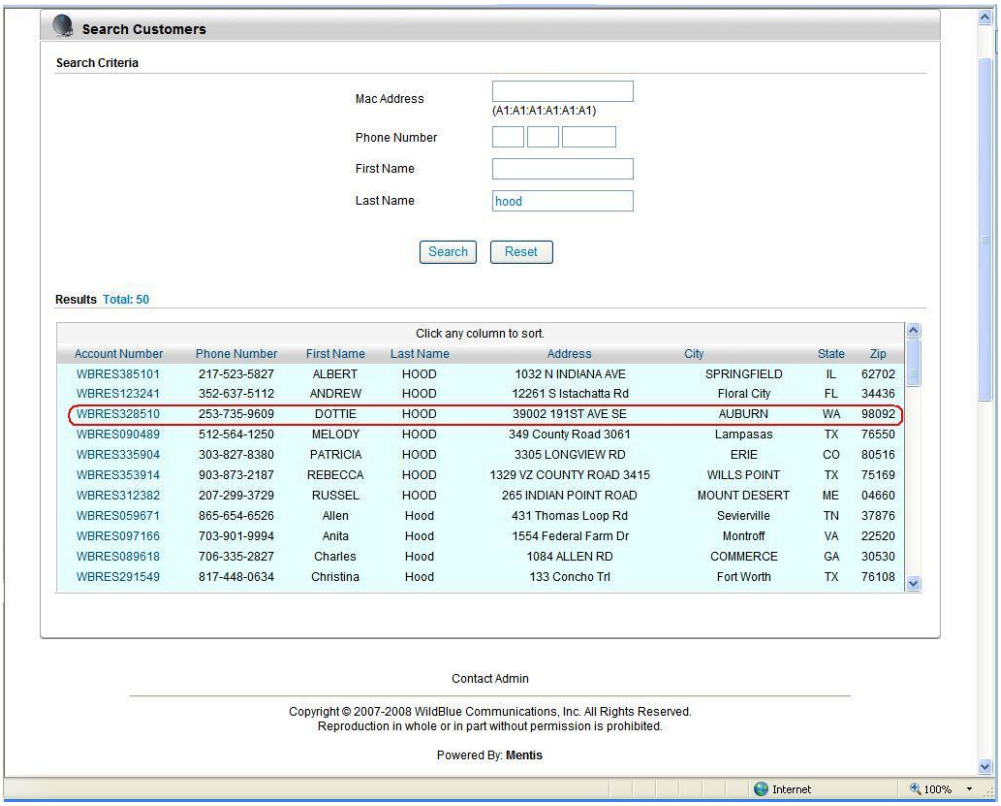
New RMA Record Access

- **Search Customer Page:** After entering the search criteria and clicking on the **Search** button, the **Search Customer** page displays one or more customer records in the **Results Area**. Selecting any record from the **Results Area** list will open a blank **Field RMA Details** page used for creating a new RMA record for that Customer.


Search Customers
Search Criteria
Mac Address
(A1:A1:A1:A1:A1:A1)
Phone Number
First Name
Last Name
hood
Search
Reset
Results Total: 50
Click any column to sort.
Account Number | Phone Number | First Name | Last Name | Address | City | State | Zip
WBRES385101 | 217-523-5827 | ALBERT | HOOD | 1032 N INDIANA AVE | SPRINGFIELD | IL | 62702
WBRES123241 | 352-637-5112 | ANDREW | HOOD | 12261 S Istachatta Rd | Floral City | FL | 34436
WBRES328510 | 253-735-9609 | DOTTIE | HOOD | 39002 191ST AVE SE | AUBURN | WA | 98092
WBRES090489 | 512-564-1250 | MELODY | HOOD | 349 County Road 3061 | Lampasas | TX | 76550
WBRES335904 | 303-827-8380 | PATRICIA | HOOD | 3305 LONGVIEW RD | ERIE | CO | 80516
WBRES353914 | 903-873-2187 | REBECCA | HOOD | 1329 VZ COUNTY ROAD 3415 | WILLS POINT | TX | 75169
WBRES312382 | 207-299-3729 | RUSSEL | HOOD | 265 INDIAN POINT ROAD | MOUNT DESERT | ME | 04660
WBRES059671 | 865-654-6526 | Allen | Hood | 431 Thomas Loop Rd | Sevierville | TN | 37876
WBRES097166 | 703-901-9994 | Anita | Hood | 1554 Federal Farm Dr | Montroff | VA | 22520
WBRES089618 | 706-335-2827 | Charles | Hood | 1084 ALLEN RD | COMMERCE | GA | 30530
WBRES291549 | 817-448-0634 | Christina | Hood | 133 Concho Trl | Fort Worth | TX | 76108
Contact Admin
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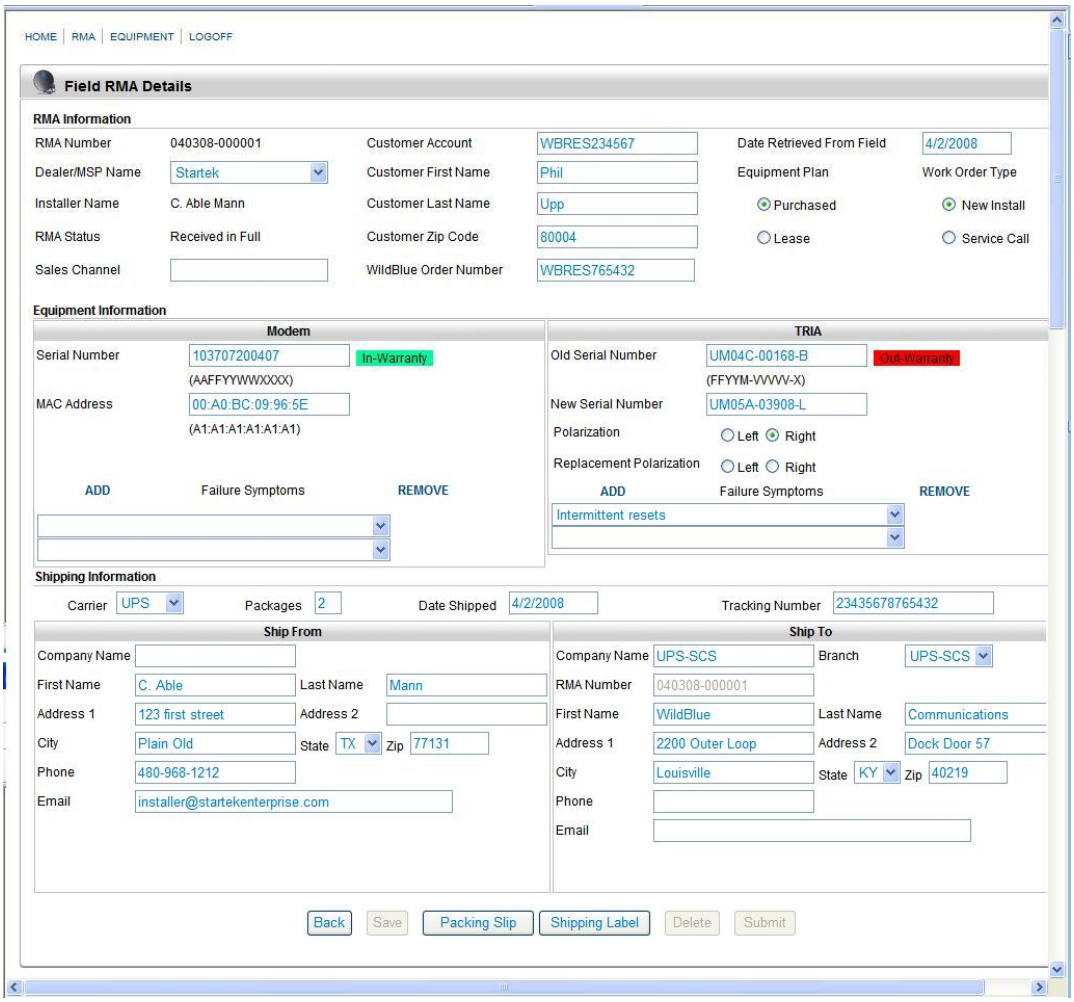
- **Field RMA Details Page:** The **Field RMA Details** page is the heart of the **RMA Online Tool**. This page displays the RMA Record as it stored in the system. The **Managing RMA Records** section of this document provides more information about this page.



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RMA Page Buttons

	The **Login** button displays on the **Welcome** page and the **Logoff Confirmation** page. On the **Welcome** page, it validates the User ID and password and allows access if appropriate. On the **Logoff Confirmation** page, it displays the Welcome page.
	The **Search** button displays on the **Search RMAs** page, the **Search Customers** page, and the **Equipment Search** page. On each page, clicking this button will start the search process using the criteria entered in the appropriate fields.
	The **Add** button displays on the **Search RMAs** page and is a short cut to the **Search Customers** page where new RMAs are created.
	The **Reset** button displays on **the Search Customers** page. When clicked, it clears criteria for new searches.
	The **Cancel** button displays on the **Equipment Search** page. When clicked, it clears the Results Area, and opens the **Search RMAs** page.
	The **Back** button displays on the **Field RMA Details** page. When clicked on *existing saved records* or on *existing submitted records*, it displays the **Search RMAs** page. When clicked on a *new unsaved record*, it clears all fields, displays a confirmation popup, and then displays the **Search Customers** page.

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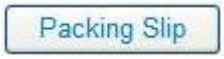
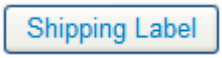
	The **Save** button displays on the **Field RMA Details** page. It is available on *new unsaved records* and *existing saved records*. It is not available on *existing submitted records*. When clicked on a *new unsaved record*, it saves all field entries, creates a new RMA record and record number, and displays a **Confirmation Success** popup. When clicked on *existing saved records*, it updates the new information entered in the record (it is not available on submitted records) and displays a **Confirmation Success** popup. If the *Save* is not successful, error messages display at the top of the page. Correct all errors for the *Save* to be successful.
	The **Packing Slip** button displays on the **Field RMA Details** page. It is available on *existing saved records* and on *existing submitted records*. When clicked it opens another Browser Window with the printable Packing Slip.
	The **Shipping Label** button displays on the Field RMA Details page. It is only available on *existing submitted records*. It is not available on *existing saved records*. When clicked the **first time** on *existing submitted records*, it creates a UPS Shipping label and Tracking Number, and then opens another Browser Window with the printable Shipping Label. When clicked the **second or more times** on *existing submitted records*, it opens another Browser Window with the printable Shipping Label.
	The **Delete** button displays on the **Field RMA Details** page. It is only available on *existing saved records*. It is not available on *existing submitted records*. When clicked it displays a **Confirmation Request** popup with Yes and No selection radio buttons. Selecting the *Yes* radio button deletes all field entries and displays the **Search Customers** page. Selecting the *No* radio button cancels the delete request and displays the current **Field RMA Details** page.

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The **Submit** button displays on the **Field RMA Details** page. It is available on *new unsaved records* and *existing saved records*. It is not available on *existing submitted records*. When clicked it submits the RMA request into system, notifies UPS that a shipment of Failed Equipment is expected and displays a **Confirmation Success** popup. If the *Submit* is not successful, error messages display at the top of the page. Correct all errors for the *Submit* to be successful.

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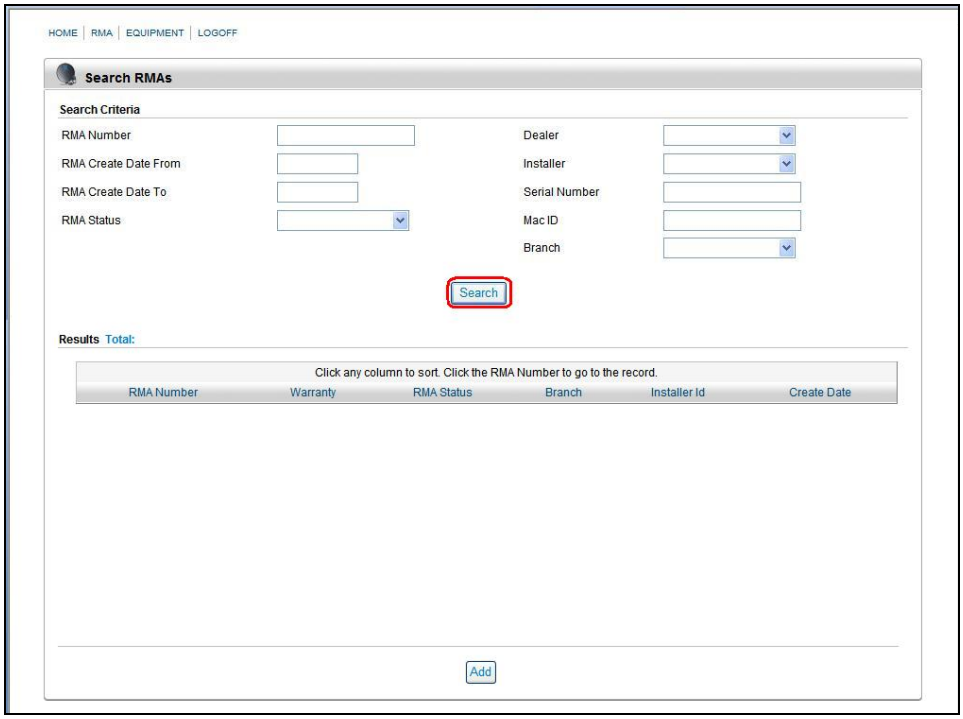
RMA RECORD MANAGEMENT

Search Existing RMAs Records

After login, a blank **Search RMAs** page displays.

To view existing RMA records:

- **Specific Record Search:** Enter data in the **Search Criteria** field(s) and then click on the Search button.
- **Record List Search:** Click the **Search** button to get a list of all RMA Records associated with the Login ID.



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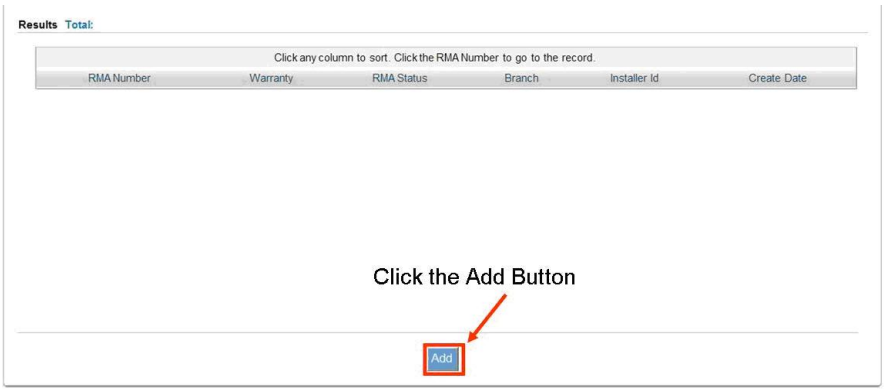
Add New RMA Record

After login, a blank **Search RMAs** page displays.

To create a new RMA Record, click on the **Add** button to open the **Search Customers** page.



Important Information about Unreadable Serial Numbers

IMPORTANT: Before starting the new RMA record process, validate that the Serial Number on the failed equipment is readable. This is a problem with older TRIAs because of sun-faded lettering. Email a request for a generated serial number from rmasupport@wildbluecorp.com. Use the generated serial number in the old (failed) TRIA **Serial Number** field. A RMA Record cannot be created without this serial number.

Searching Customer Records

To create a new RMA Record, the Installer must first locate the Customer Account. Selecting any record from the list displayed in the **Search Customers** page **Results Area** will open a blank **Field RMA Details** page used for creating a new RMA Record for that Customer.

- **Important Notes about Search Customers page criteria:**
  - Only Customer Records associated with the User ID used to access the RMA online Tool will display. Examples:
    - Logging in with a WildBlue Retail Installer ID will result in only a WildBlue Retail Customer list.
    - Logging in with a DIRECTV Installer ID will result in only a DIRECTV Customer list
  - The page lists the search criteria fields in the order of search preference:

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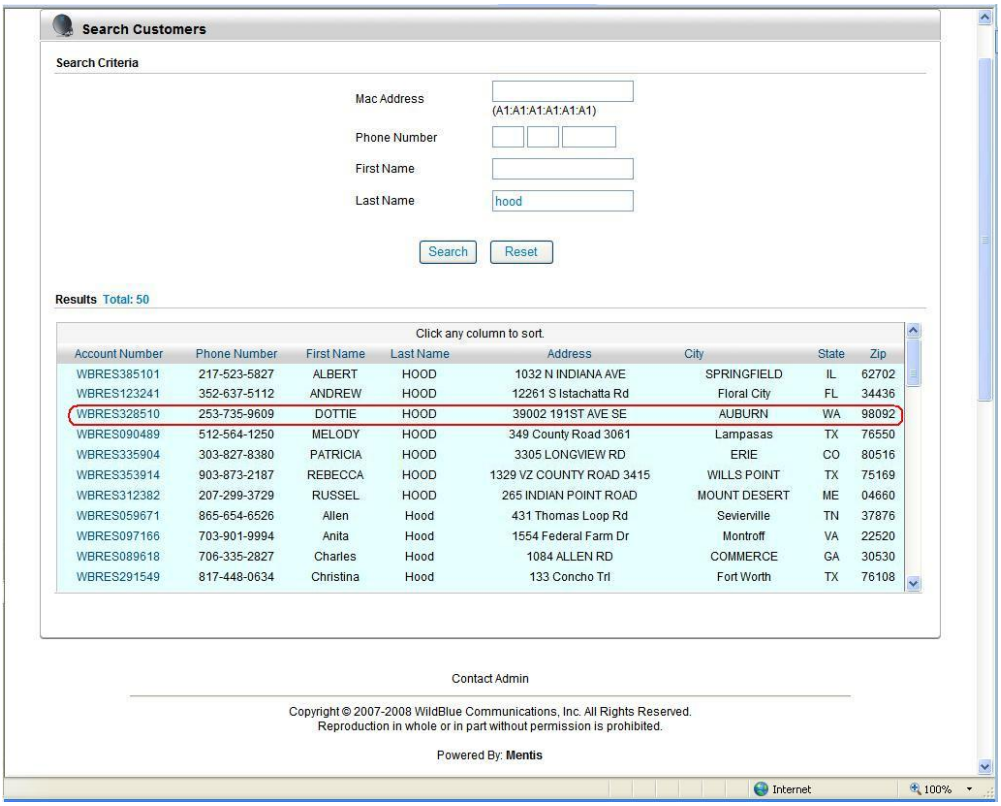
- **MAC:** It is always best to search for the Customer Record using the currently installed modem MAC because this search will always result in a single record.
- **Phone Number:** A Phone Number search may result in two Customer Records if the account has been rebuilt for some reason. Use this search only if the modem MAC is not available. Recall that the Installer Support Portal displays the modem MAC on SVT Tab.
- **First/Last Name:** The First and Last Name search will always result in a large list of Customer Records unless the name is not common. Lists for Smiths or Jones will be so long they are unusable.


Search Customers
Search Criteria
Mac Address
(A1:A1:A1:A1:A1:A1)
Phone Number
First Name
Last Name
hood
Search
Reset
Results Total: 50
Click any column to sort.
Account Number | Phone Number | First Name | Last Name | Address | City | State | Zip
WBRES385101 | 217-523-5827 | ALBERT | HOOD | 1032 N INDIANA AVE | SPRINGFIELD | IL | 62702
WBRES123241 | 352-637-5112 | ANDREW | HOOD | 12261 S Istachatta Rd | Floral City | FL | 34436
WBRES328510 | 253-735-9609 | DOTTIE | HOOD | 39002 191ST AVE SE | AUBURN | WA | 98092
WBRES090489 | 512-564-1250 | MELODY | HOOD | 349 County Road 3061 | Lampasas | TX | 76550
WBRES335904 | 303-827-8380 | PATRICIA | HOOD | 3305 LONGVIEW RD | ERIE | CO | 80516
WBRES353914 | 903-873-2187 | REBECCA | HOOD | 1329 VZ COUNTY ROAD 3415 | WILLS POINT | TX | 75169
WBRES312382 | 207-299-3729 | RUSSEL | HOOD | 265 INDIAN POINT ROAD | MOUNT DESERT | ME | 04660
WBRES059671 | 865-654-6526 | Allen | Hood | 431 Thomas Loop Rd | Sevierville | TN | 37876
WBRES097166 | 703-901-9994 | Anita | Hood | 1554 Federal Farm Dr | Montroff | VA | 22520
WBRES089618 | 706-335-2827 | Charles | Hood | 1084 ALLEN RD | COMMERCE | GA | 30530
WBRES291549 | 817-448-0634 | Christina | Hood | 133 Concho Trl | Fort Worth | TX | 76108
Contact Admin
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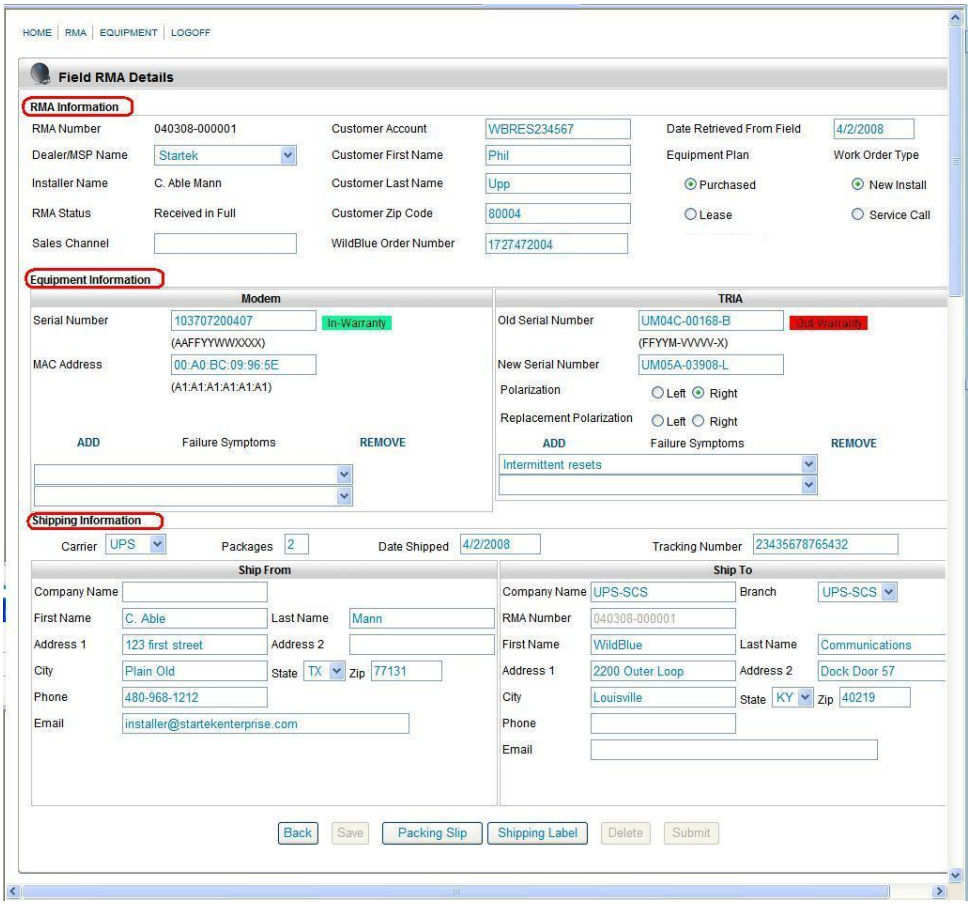
Creating a New RMA Record

Clicking on a *Customer Record* from the list in the **Search Customer** page **Results Area** will open a blank **Field RMA Details** page for the selected Customer Record. There are three sections of the **Field RMA Details** page to complete when adding an RMA record to the system. These sections include **RMA Information**, **Equipment Information**, and **Shipping Information.**



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- **RMA Information:** The fields in this section are related to the Installer, the Installer's Dealer, and the Customer Account information:
  - ***RMA Data:***
    - The **RMA Number** is an automatically generated number that displays after saving the new record the first time.
    - The **RMA Status** field displays the current status of the RMA: *Pending*, *In-transit*, *Received in Full, Received Incomplete*.*
      **Received Incomplete is for RMA Records with both a Modem and a TRIA as failed equipment.*
    - The Installer will populate the following fields:
      - Use the drop-down menu to select the date the equipment was retrieved from the field to populate the **Date Retrieved From Field**.
      - Select either the *Purchased* or *Lease* radio button to designate the **Equipment Plan**.
      - Select either the *New Install* or *Service Call* radio button to designate the **Work Order Type**.

  - ***Installer Data:***
    - The first time an Installer creates an RMA the **Dealer/MSP Name** is blank; select a name from the drop-down menu. The drop-down menu is pre-populated name list based on the Installer ID used to access the site. This selection is the default name in the field for subsequent RMA records. The Installer may change the name by using the drop-down menu. If the name is changed, the most recent selection is the default name in the field for subsequent RMA records.
    - With the exception of the first **RMA Record** creation, the **Installer Name** is pre-populated based on the Installer ID used to access the site. The field remains blank until the data is entered in the **First Name** and **Last Name** in the **Ship From** field and the *RMA Record is saved*.

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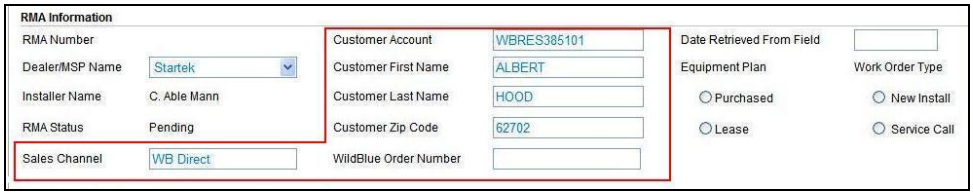
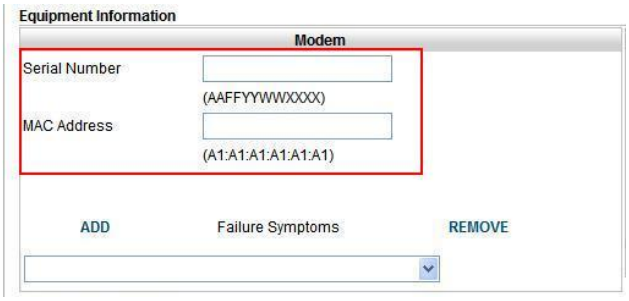
- ***Customer Data:***
  - The results from the **Customer Search** page populates the following fields:
    - **Customer Account**: This field displays the WildBlue Account Number (i.e. WBRES######).
    - **Customer First Name**: This field displays the customer's first name.
    - **Customer Last Name**: This field displays the customer's last name.
    - **Customer Zip Code**: This field displays the customer's zip code.
    - **Sales Channel:** This field displays the *WildBlue Retail Sales Channel* or the *WildBlue Partner* associated with the Customer Account.
  - **WildBlue Order Number**: The Installer enters the *Nine-digit Dealer Order Number* from the **Installation** or **Service Call Order** in this field.



- **Equipment Information:** The **Equipment Information** section has two areas; *one for Modem failure* and *one TRIA failure.* Complete one section or both, if the Modem and the TRIA fail at the same time.
  - ***Modem fields:*** The modem fields only relate to the *failed modem*.
    - The **Serial Number** field, enter the twelve-digit Serial Number located on the failed Modem label. The RMA system will validate the Serial Number and display either an **In-Warranty** flag or an **Out-of-Warranty** flag to the right of this field.
    - The **MAC Address** field, enter the MAC Address located on Modem label of the failed modem. This number has 6 HEX digits. Enter the appropriate capital letters, numbers, and colons to complete the HEX number.



  - ***TRIA Fields:*** The TRIA fields include the information for the *failed TRIA*, the *new TRIA*, the *Customer Account*, and the *replacement TRIA*:

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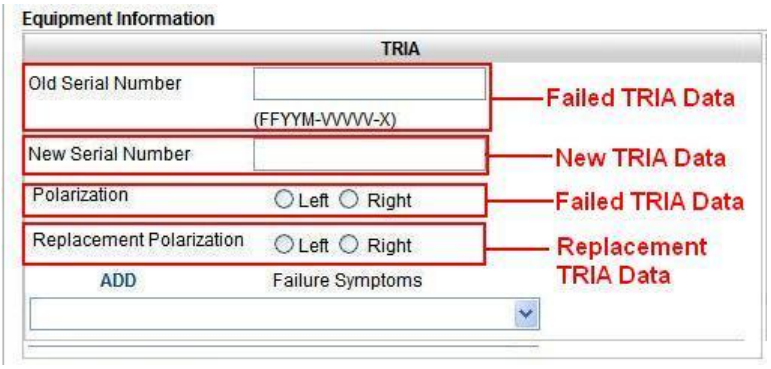
- For the **Failed TRIA**, enter the serial number of the failed TRIA in the **Old Serial Number** field. Enter the appropriate capital letters, numbers and dashes to complete the serial number. See **Important Information about Unreadable Serial Numbers** on page 22 if the serial number is unreadable. The RMA system will validate the Serial Number and display either an **In-Warranty** flag or an **Out-of-Warranty** flag to the right of this field.
- For the **New TRIA**, enter the serial number of the currently installed TRIA in the **New Serial Number** field. Enter the appropriate capital letters, numbers and dashes to complete the serial number.
- For the second **Failed TRIA** area, select the **Polarization** of the failed TRIA using the appropriate radio button before the *Left* or *Right* label. After selecting the polarization radio button, a graphic of the selected TRIA type displays to the right of the radio button labels.
- For the **Replacement TRIA**, select the **Replacement Polarization** using the appropriate radio button before the *Left* or *Right* label. Usually the replacement TRIA is the same polarization as the failed TRIA. However, this selection allows the Installer to replace a failed right TRIA with a replacement left TRIA, or a failed left TRIA with a replacement right TRIA, to meet their unique equipment stocking needs.



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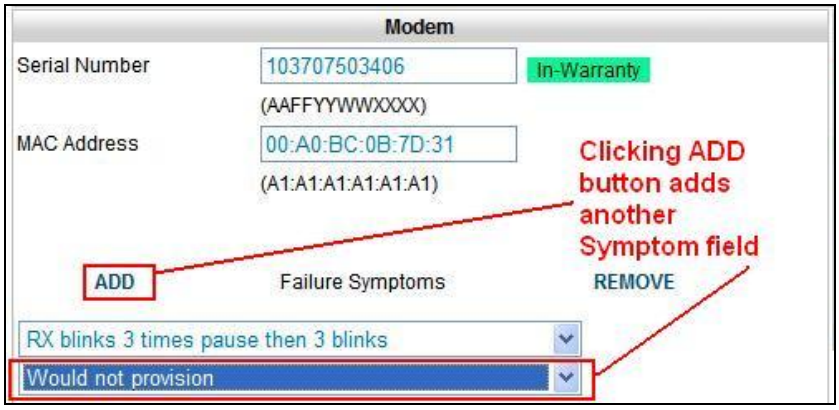
- ***Failure Symptoms Fields:*** Use the drop-down menu next to **Failure Symptoms** field, in either the Modem or the TRIA area, to select the symptom that most closely reflects the equipment failure. The drop-down list is dynamic and can include more than one failure and include Installer notes:

  - *Adding One Failure Symptom:* Clicking on the down-arrow to the right of the Failure Symptom displays the Symptom list drop-down menu. Select the symptom that most closely describes the equipment failure.

  - *Adding More than One Failure Symptom:* After making the first symptom selection, clicking the ADD text Icon will add another Symptom field. Using the new field's drop-down menu allows another symptom selection.



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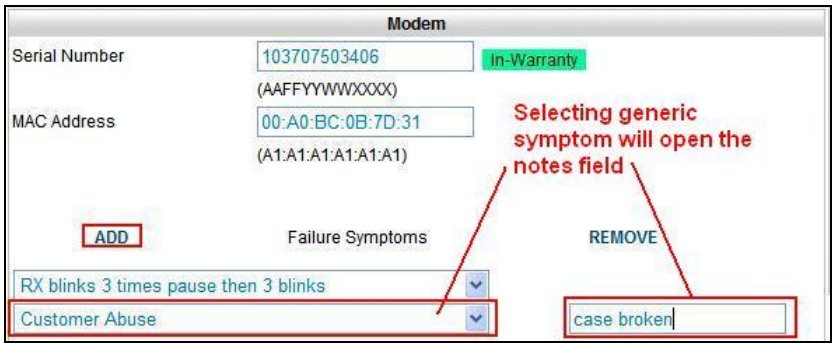
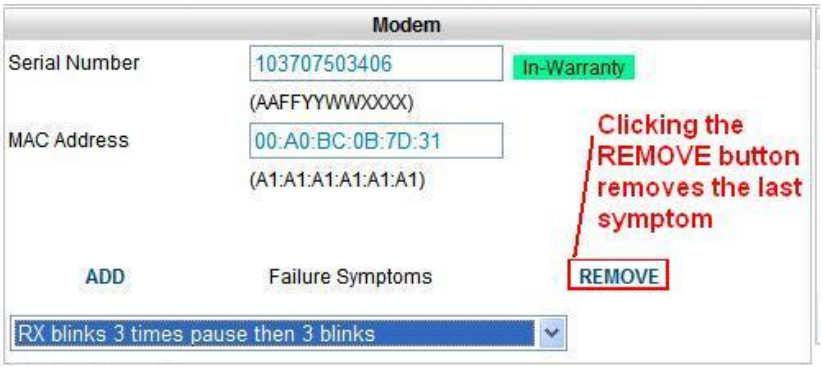
- *Using Generic Symptoms:* Selecting one of the generic symptoms will open the **Notes** field. Enter the appropriate notes related to the symptom. There are three generic symptoms:
  - *Act of God:* Use this selection for lightening , floods, and other Acts of God.
  - *Customer Abuse:* Use this selection for obvious customer abuse.
  - *Physical Damage:* Use this selection for physical abuse that may not be customer abuse.



- *Remove Failure Symptoms:* Clicking of the **REMOVE** text Icon removes the last symptom on the list. When only one symptom remains, it cannot be removed by clicking the REMOVE text Icon.



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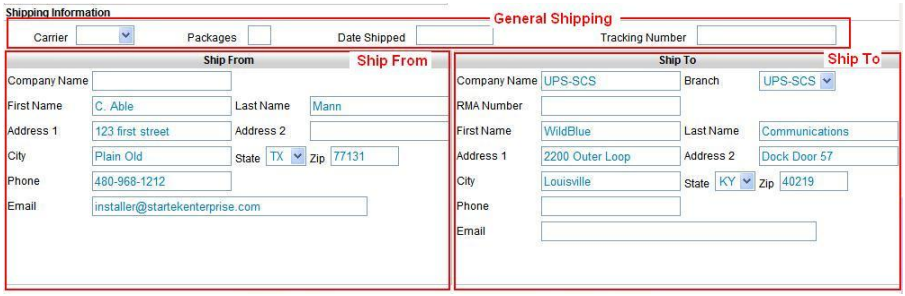
- **Shipping Information:** The Shipping Information section has three areas: the **General Shipping** area, the **Ship From** area, and the **Ship To** area:



  - ***General Shipping Area:*** This area contains the following fields:
    - The **Carrier** field is defaulted to UPS™, the only carrier currently in use.
    - Enter the number of Packages associated with this RMA in the **Packages** field. If returning only a modem or a TRIA, enter *"1"* in the **Packages** field. If returning both a Modem and a TRIA, enter *"2"* in the **Packages** field.
    - Click on the **Date Shipped** field to access the pop-up calendar and select the date the packages are shipped.
    - The **Tracking Number** populates automatically when the RMA record is complete and submitted.

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- ***Ship From Area:*** This area contains the address where the replacement equipment is shipped. When the Installer creates their first RMA record this area is blank, with the exception of the First Name and Last Name fields. The First Name and Last Name will display the Installer name displayed **Installer Name** field in the Installer Area.

  After completing the fields first time, the data is auto-populated on all subsequent RMA records.

  NOTE: *The data in these fields can be changed at any time. A new RMA Record will display the last data entered in the fields. An Installer that works for more than one Dealer may have to enter the data each time they complete work for another Dealer.*

  IMPORTANT: *No PO Boxes allowed; physical addresses only.*

- ***Ship To Area:*** This area contains the address where the failed equipment is shipped. When the Installer creates their first RMA record this area is blank. Clicking the down-arrow to the right of the **Branch** field and selecting *UPS-SCS* from the drop-down menu will populate the **Ship To** fields. *UPS-SCS* is currently the only menu item and, after selecting it the first time, the data is auto-populated on all subsequent RMA records.

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- **Field Details Page Buttons:** The usage of the Field Details page buttons follows the flow of the RMA Record creation:

	Back Button: The **Back** button displays on the **Field RMA Details** page. When clicked on *existing saved records* or on *existing submitted records*, it displays the **Search RMAs** page. When clicked on a *new unsaved record*, it clears all fields, displays a confirmation popup, and then displays the **Search Customers** page.
	Save Button: The **Save** button displays on the **Field RMA Details** page. It is available on *new unsaved records* and *existing saved records*. It is not available on *existing submitted records*. When clicked on a *new unsaved record*, it saves all field entries, creates a new RMA record and record number, and displays a **Confirmation Success** popup. When clicked on *existing saved records*, it updates the new information entered in the record (it is not available on submitted records) and displays a **Confirmation Success** popup. If the *Save* is not successful, error messages display at the top of the page. Correct all errors for the *Save* to be successful.
	Packing Slip Button: The **Packing Slip** button displays on the **Field RMA Details** page. It is available on *existing saved records* and on *existing submitted records*. When clicked it opens another Browser Window with the printable Packing Slip.
	Shipping Label Button: The **Shipping Label** button displays on the Field RMA Details page. It is only available on *existing submitted records*. It is not available on *existing saved records*. When clicked the **first time** on *existing submitted records*, it creates a UPS Shipping label and Tracking Number, and then opens another Browser Window with the printable Shipping Label. When clicked the **second or more times** on *existing submitted records*, it opens another Browser Window with the printable Shipping Label.

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	Delete Button: The **Delete** button displays on the **Field RMA Details** page. It is only available on *existing saved records*. It is not available on *existing submitted records*. When clicked it displays a **Confirmation Request** popup with Yes and No selection radio buttons. Selecting the *Yes* radio button deletes all field entries and displays the **Search Customers** page. Selecting the *No* radio button cancels the delete request and displays the current **Field RMA Details** page.
	Submit Button: The **Submit** button displays on the **Field RMA Details** page. It is available on *new unsaved records* and *existing saved records*. It is not available on *existing submitted records*. When clicked it submits the RMA request into system, notifies UPS that a shipment of Failed Equipment is expected and displays a **Confirmation Success** popup. If the *Submit* is not successful, error messages display at the top of the page. Correct all errors for the *Submit* to be successful.

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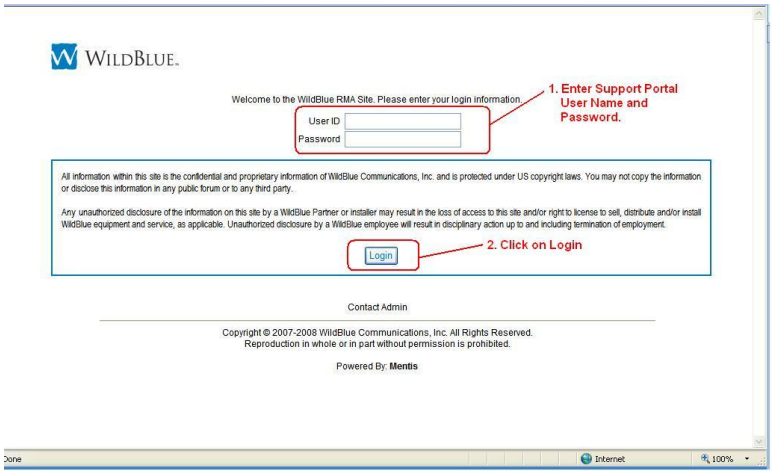
New RMA Record Quick Guide

Step 1. Log into the **Online RMA** site: *https://care.wildblue.com/Wildblue.Care.Rma/*


WILDBLUE.
Welcome to the WildBlue RMA Site. Please enter your login information.
1. Enter Support Portal User Name and Password.
User ID
Password
All information within this site is the confidential and proprietary information of WildBlue Communications, Inc. and is protected under US copyright laws. You may not copy the information or disclose this information in any public forum or to any third party.
Any unauthorized disclosure of the information on this site by a WildBlue Partner or installer may result in the loss of access to this site and/or right to license to sell, distribute and/or install WildBlue equipment and service, as applicable. Unauthorized disclosure by a WildBlue employee will result in disciplinary action up to and including termination of employment.
Login
2. Click on Login
Contact Admin
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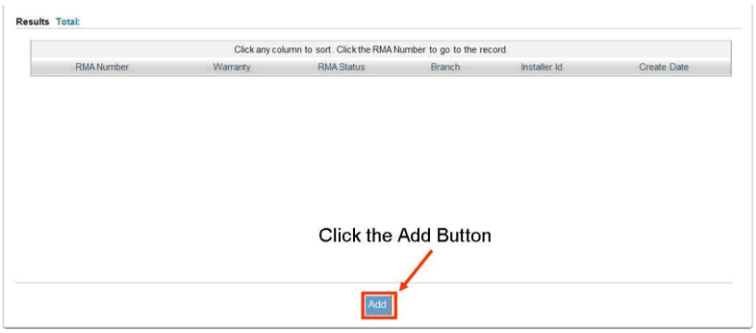
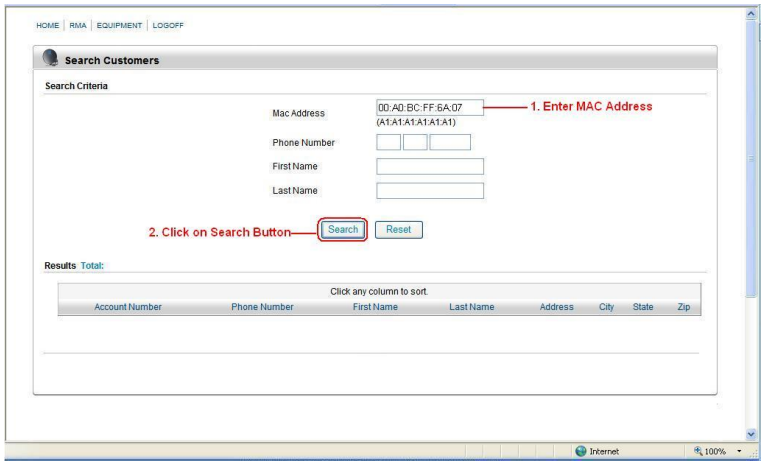
Step 2. Click on the **Add** button on the **RMA Search** page.



Step 3. Enter the *Customer Modem MAC* Address in the **MAC Address** field to locate the *Customer Record*.



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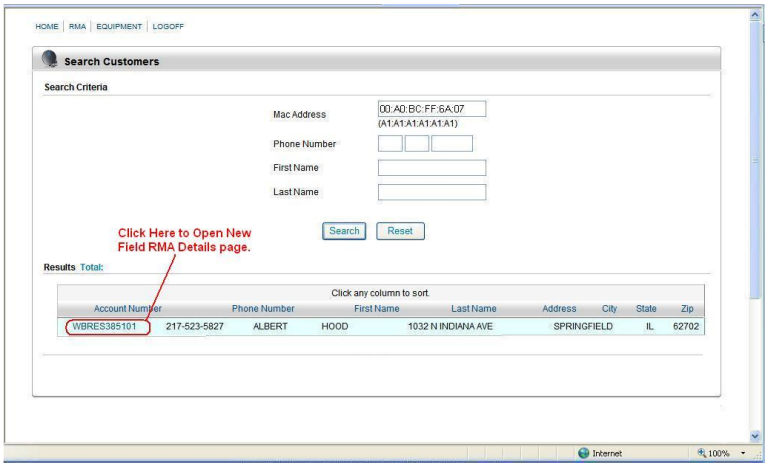
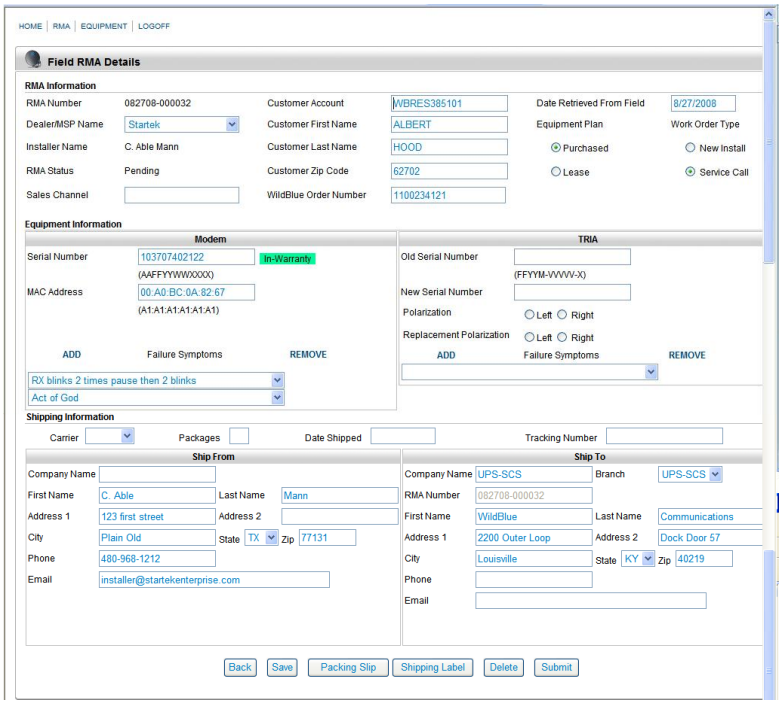
Step 4. Click on the **Customer Record** to open the **Field RMA Details** page.



All the following steps refer to the **Field RMA Details** page displayed below:

Step 5. Enter the *Work Order Number* in the **WildBlue Order Number** field
Step 6. Select **Retrieved** date, **Equipment** Plan, and **Work Order** type.
Step 7. Enter Modem and/or TRIA data and Failure Symptoms.
Step 8. Indicate number of packages to ship and shipping date.
Step 9. Validate **Ship From** data.
Step 10. Click on the **Save** Button.
Step 11. Click on the **Packing Slip** button; validate and print *Packing Slip*
Step 12. Click on the **Submit** button.
Step 13. Click on the **Shipping Label** button; print *Shipping Label*.
Step 14. Insert **Packing Slip** inside box(es), seal shipping box(es), attach **Shipping Label** to the outside of the box(es), and deliver to local UPS™



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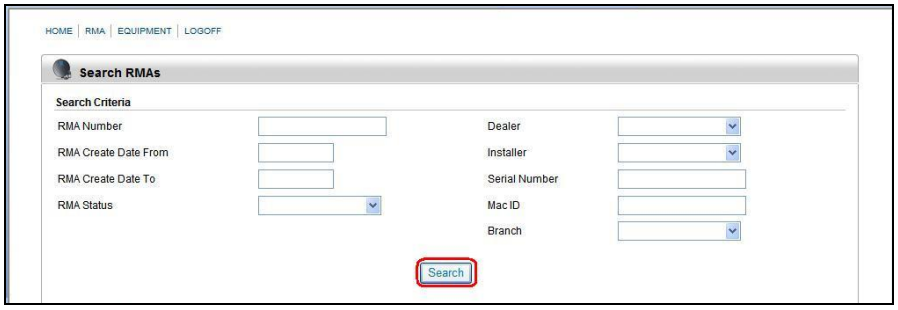
RMA RECORD SEARCH

After the Installer successfully saves or submits a RMA record, it becomes possible to search for the record. There are three search methods: **Global Search**, **RMA Status Search**, and **Specific Search**.

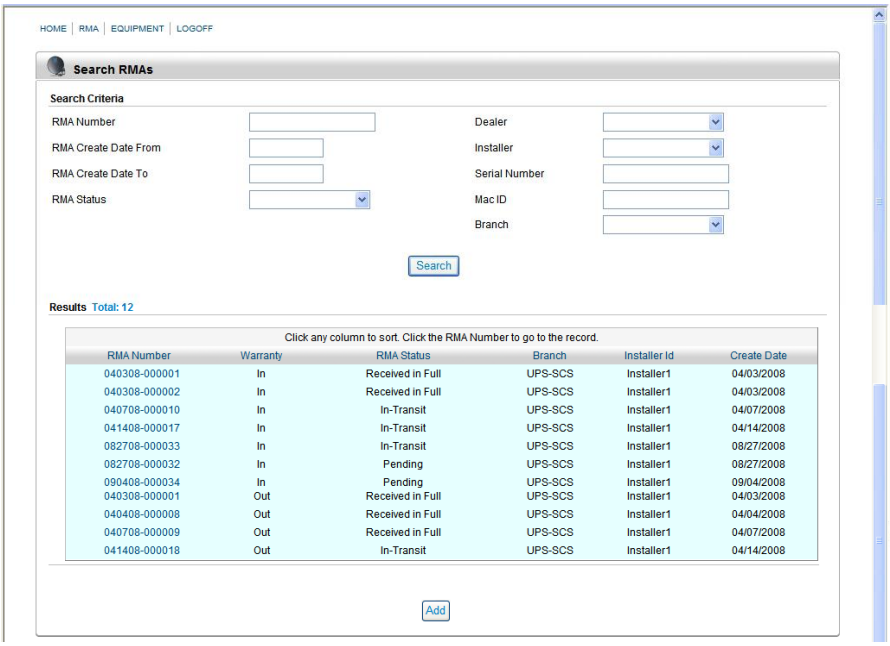
Global Search

Clicking on the **Search** button on upper portion of the **Search RMAs** page will initiate a search for all records related to the Installer ID used to access the site.



- All *RMA Records found* will be displayed, by row, on the **RMA Search** page **Results** area located just below the **Search button**. In addition the total number of records found are displayed in the **Total** field

.


HOME | RMA | EQUIPMENT | LOGOFF
Search RMAs
Search Criteria
RMA Number
RMA Create Date From
RMA Create Date To
RMA Status
Dealer
Installer
Serial Number
Mac ID
Branch
Search
Results Total: 12
Click any column to sort. Click the RMA Number to go to the record.
RMA Number | Warranty | RMA Status | Branch | Installer Id | Create Date
040308-000001 | In | Received in Full | UPS-SCS | Installer1 | 04/03/2008
040308-000002 | In | Received in Full | UPS-SCS | Installer1 | 04/03/2008
040708-000010 | In | In-Transit | UPS-SCS | Installer1 | 04/07/2008
041408-000017 | In | In-Transit | UPS-SCS | Installer1 | 04/14/2008
082708-000033 | In | In-Transit | UPS-SCS | Installer1 | 08/27/2008
082708-000032 | In | Pending | UPS-SCS | Installer1 | 08/27/2008
090408-000034 | In | Pending | UPS-SCS | Installer1 | 09/04/2008
040308-000001 | Out | Received in Full | UPS-SCS | Installer1 | 04/03/2008
040408-000008 | Out | Received in Full | UPS-SCS | Installer1 | 04/04/2008
040708-000009 | Out | Received in Full | UPS-SCS | Installer1 | 04/07/2008
041408-000018 | Out | In-Transit | UPS-SCS | Installer1 | 04/14/2008
Add

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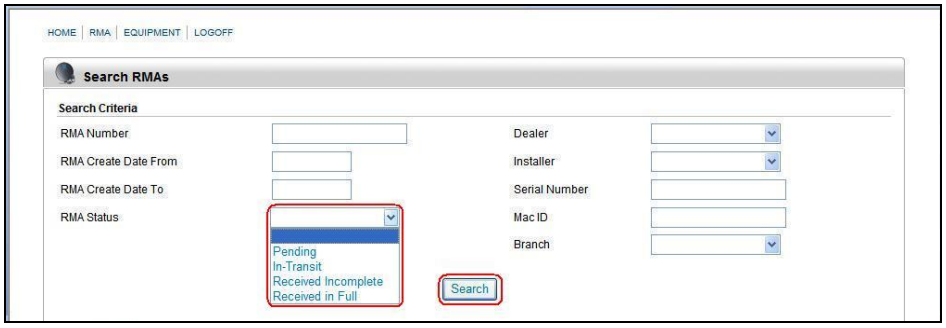
RMA Status Search

This search allows the Installer to search for all RMA records that have a particular status. The following are the available status for a RMA:

- **Pending**: The record is created but not complete
- **In transit**: The record is complete, submitted and the failed equipment has been shipped.
- **Received in full**: The failed equipment has been received by UPS and replacement equipment has been shipped to the Installer.
- **Received incomplete:** Only a portion of the failed equipment has been received, UPS is waiting for the rest of the equipment.

  Clear any fields used for previous searches. Use the drop-down menu of the **RMA Status** to select the desired status type and then click on the **Search** button.



NOTE: *If the information is incorrect or there are not records matching the criteria the following error message will display: "No records found for specified search criteria. Please change search criteria."*

- All *RMA Records found* with the status selected will be displayed, by row, on the **RMA Search** page **Results** area located just below the **Search button**. In addition, the total number of records found are displayed in the **Total** field. See the search results for the *Pending* status in the example below:

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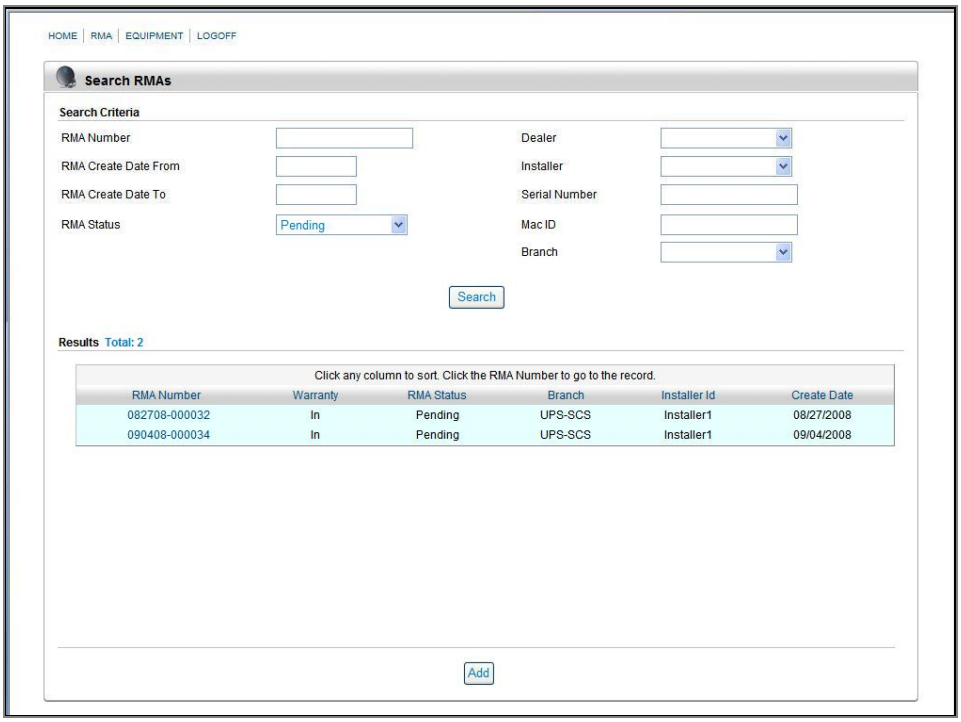

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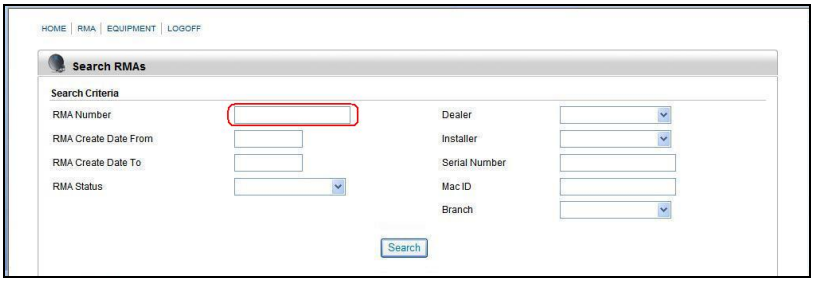
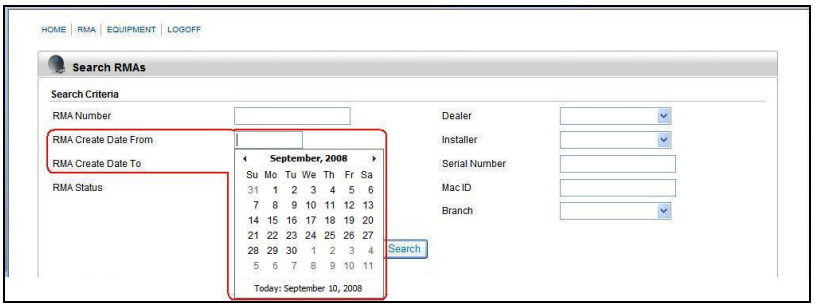
Specific RMA Search

This search is for a particular RMA record, or set of records, that has a field value defined by the user. Clear any fields used for previous searches. Enter the information in the desired field and then click on the Search button. Examples of this type of search are:

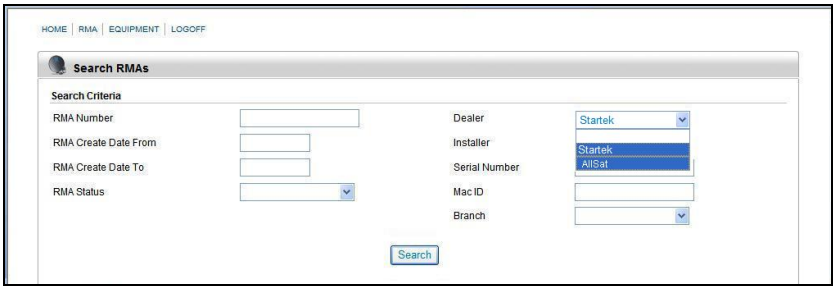
- **RMA Number:** Searching by RMA Number is a quick way to locate a record when the RMA number is known.



- **RMA Create Date:** Use the RMA Create Date From and RMA Create Date To fields to list all RMA Records created between the desired dates. Use the popup calendar to select the dates.



- **Dealer:** The Dealer search is only valid if the installer has associated RMA Records with more than one Dealer. When a Dealer logs into the RMA Tool only their Dealer name will be available.



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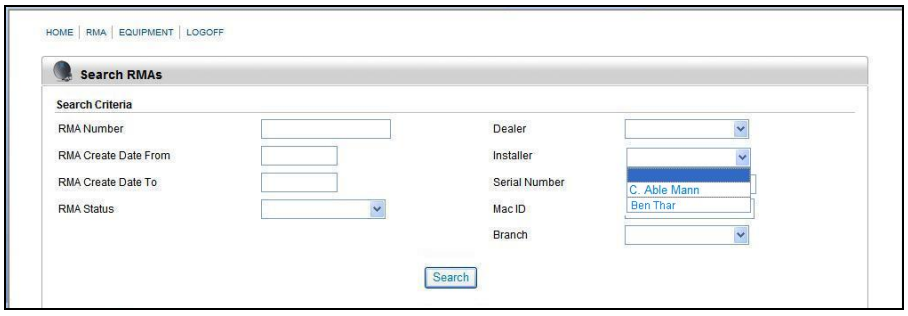
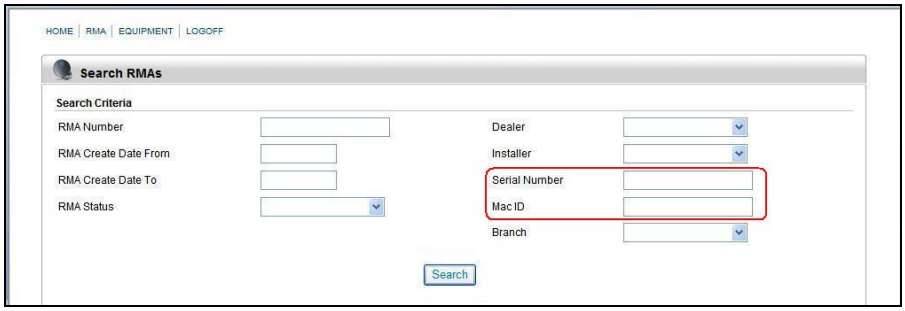
- **Installer:** The Installer search is *only valid for Dealer logins* and only the installers who have associated their RMA Records with the Dealer will be available. When an Installer logs into the RMA Tool only their Installer name will be available.



- **Equipment Data**: Enter the **Serial Number or Mac ID** of the failed equipment in the appropriate field. This search is most useful when the failed equipment is still on hand and a Packing Slip or Shipping label needs to be printed.



Search Criteria Failure

If the Search Criteria results in no matching records, the following error message displays; *"No records found for specified search criteria. Please change search criteria."*

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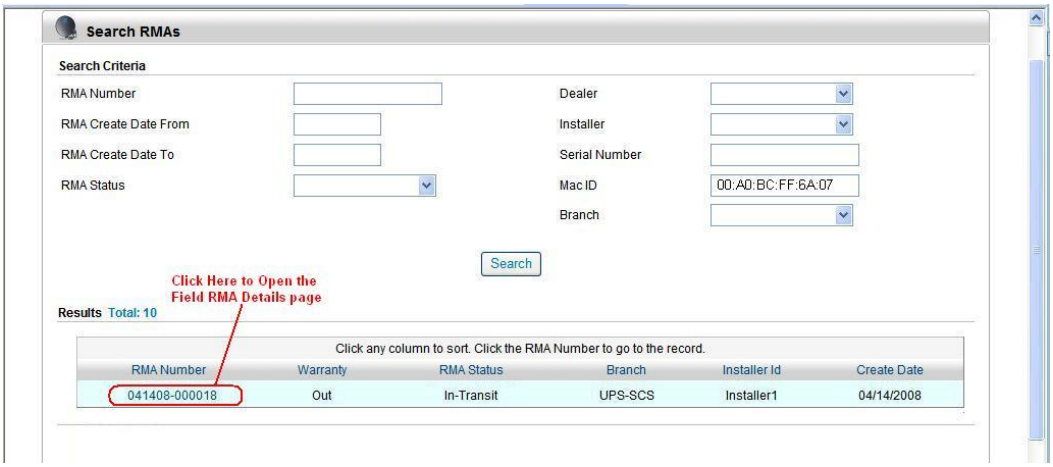
VIEWING AN EXISTING RMA RECORD

After entering the desired search criteria, click on the **Search** button. The specific RMA record(s) requested display, by row, in the **Results** area of the page. Clicking on the **RMA Number** opens the **Field RMA Details** page for that RMA Record.



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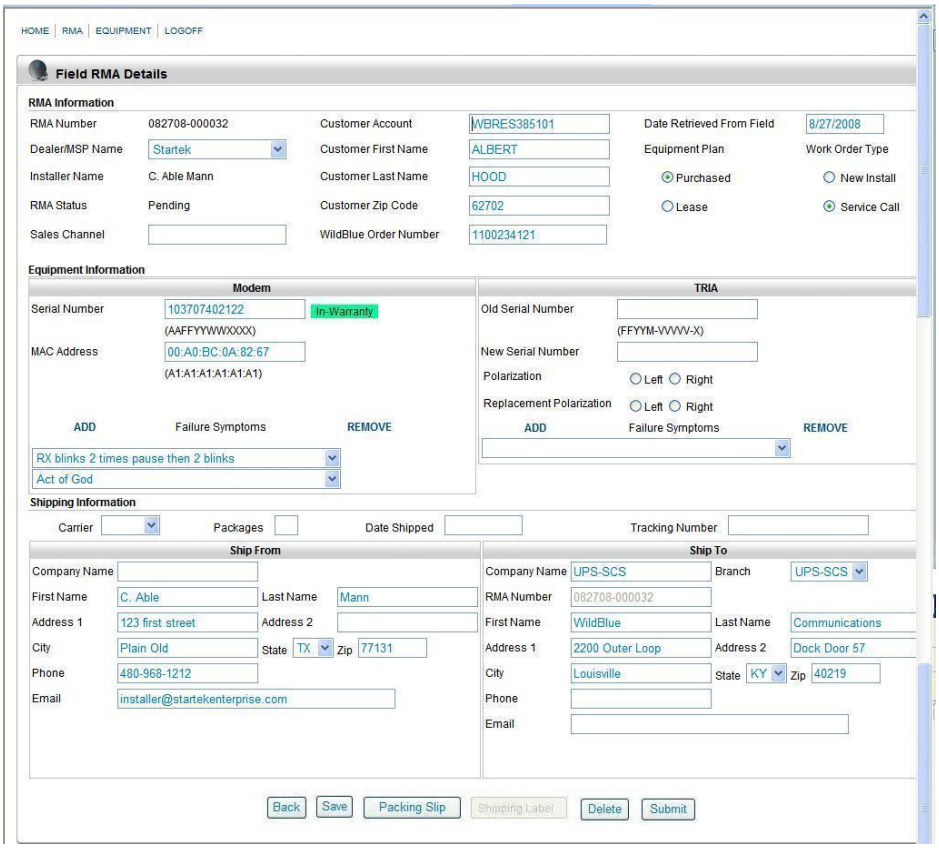
- **Field RMA Details Example One:** The example below displays:
  - The modem is *In Warranty*.
  - The RMA status is *Pending*.
  - Notice that the **Packing Slip** button is active, but the **Shipping Label** is not. This means that the record has been saved, but not submitted.
  - Because the data can still be updated, this would be a good time to click on the **Packing Slip** button, validate the data on the slip, and, if correct, print the slip.
  - The **Submit** button is active. If the record data is correct and complete click on this button to submit the record into the system.
  - The **Delete** button is active. If this record is no longer needed, clicking the Delete button will remove it.
  - Clicking the **Back** button will open the RMAs Search page, however, because the record has been saved no data will be lost.



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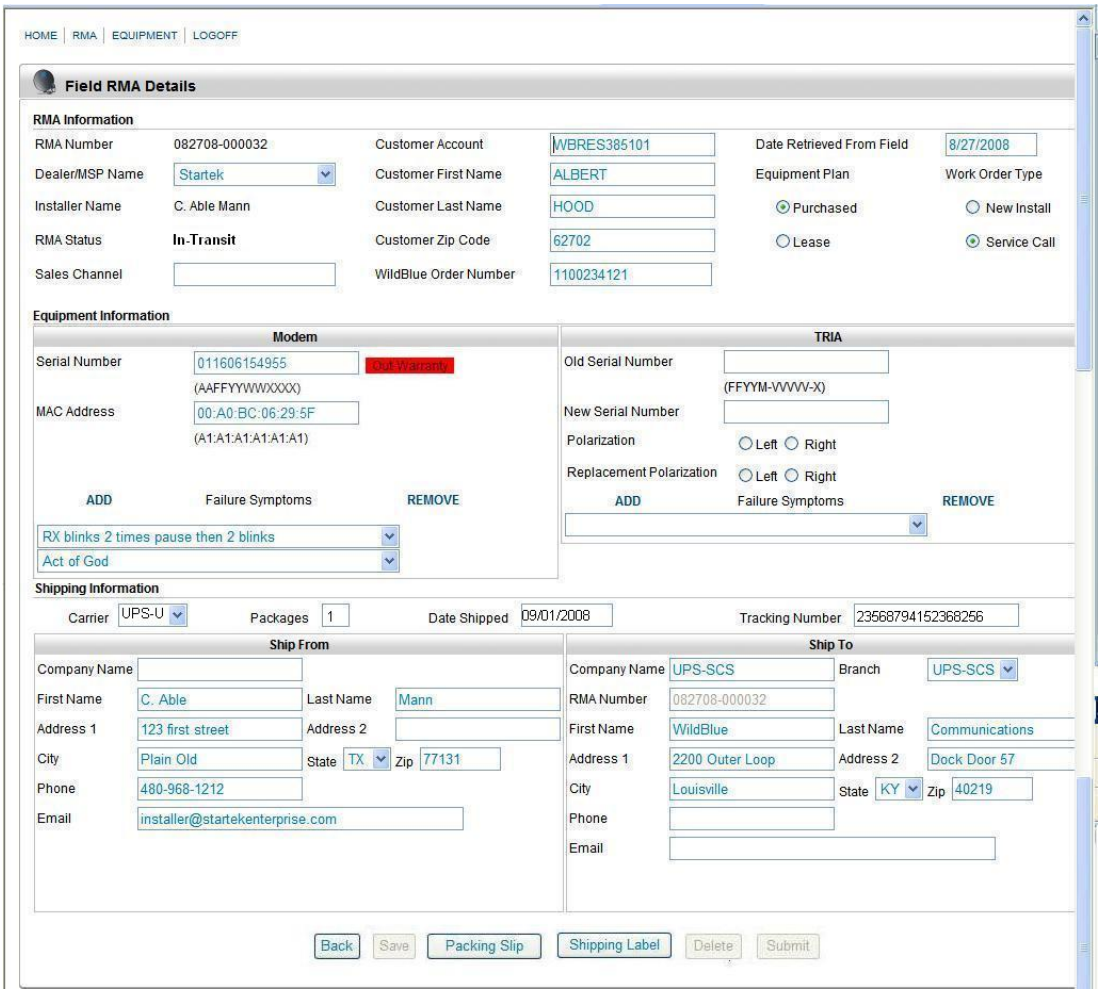
- **Field RMA Details Example Two:** The example below displays:
  - The modem is out of warranty.
  - Notice that both the **Packing Slip** button and the **Shipping Label** are active. This means that the record has been saved and submitted, so no further data updates are allowed.
  - The **RMA status** is *In-Transit*. When UPS™ receives the failed equipment the status will change to either *Received in Full* if all equipment is received or *Received Incomplete* if the second box hasn't been received yet. As soon as UPS™ ships the replacement equipment this status will change to *In-transit.*
  - Because the record is submitted, this would be a good time to click on the **Shipping Label** button print the label. Print the **Packing Slip**, if necessary. Then complete the equipment packing and drop the box off at the local UPS™ store.
  - Notice the **Delete** button is not active. If this record is no longer needed, escalate the issue to *RMAsupport@wildbluecorp.com*.



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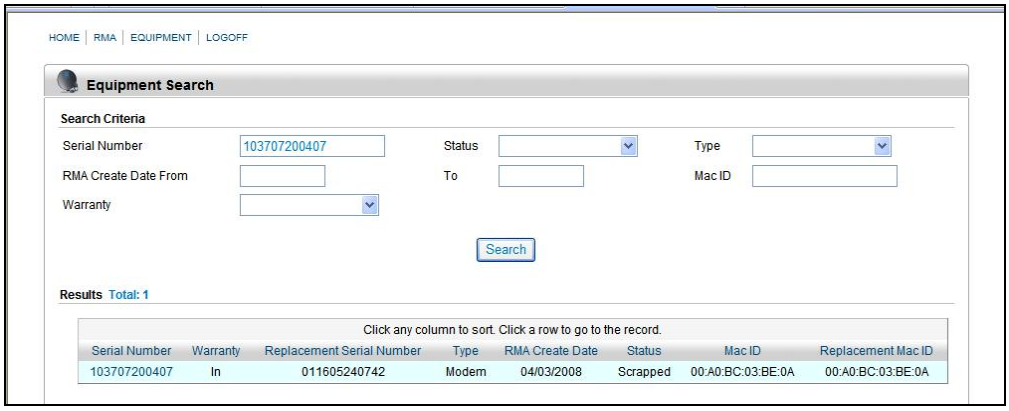
REPLACEMENT EQUIPMENT MANAGEMENT

Locating the Equipment Record

As with **RMAs Search** page, the **Equipment Search** page has a series of criteria. Selecting the correct criteria will return a **Failed Equipment Record** list in the Results area. Clicking on the **Serial** number displayed on the list will open the **Equipment Details** page for the selected record.



Viewing the Equipment Details page

The **Equipment Details** page displays the following areas:

- **<u>Equipment Information:</u>** With the exception of one field, **Boomerangs**, all the field data in this area comes directly from the **RMA Record**. The **Boomerangs** field tracks the number of times the equipment was refurbished and returned to the field. If refurbished equipment returns a second time as failed equipment it follows a more stringent testing path and may be scrapped.

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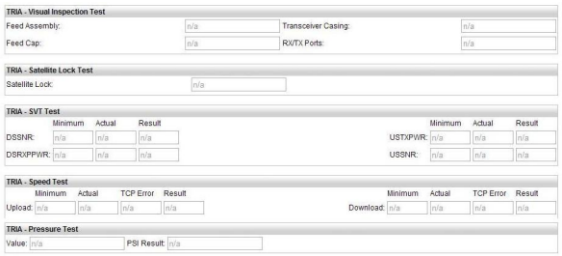
- **RMA Details:** This area displays data related to the creation of the RMA record, along with all the internal RMA tracking numbers.

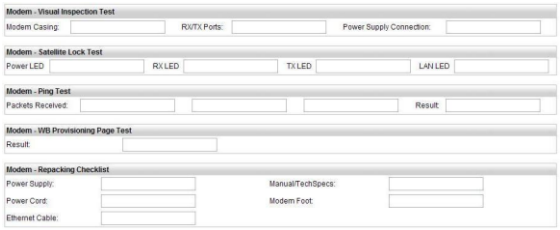
- **Replacement Equipment information:** This area helps the Installers and Dealers determine when **Replacement Equipment** should arrive and provides the **UPS™ Tracking Number** used to track shipments. The fields in this area are:
  - ***Replacement Serial Number:*** This is the serial number of the Replacement equipment.
  - ***Replacement Tracking Number:*** This is the UPS™ Tracking Number for the Replacement Equipment shipment. Use this number to check the delivery of the shipment on the UPS™ Web page: *http://www.ups.com/*
  - ***Replacement Mac Id:*** This is the MAC Address of the Replacement Equipment; Modems only.
  - ***Replacement Shipped Date:*** This is date the Replacement Equipment was shipped from the UPS™ depot.
  - ***Replacement Equipment Status:*** This is the current shipping status of the Replacement Equipment shipment. This status displays as: *shipped, Pending, or Out of Stock*.

- **Test Areas:** The Test Areas relate to the repair tests done on the failed equipment. If the equipment passes the repair tests, it means that there was **No Trouble Found (NTF)** in the equipment and the good equipment was returned as failed equipment.

TRIA Test Area



Modem Test Area


Modem - Visual Inspection Test
Modem - Satellite Lock Test
Modem - Ping Test
Modem - WB Provisioning Page Test
Modem - Repacking Checklist

No Trouble Found Equipment: *After an installer has completed 10 RMA Records, the number of NTF equipment will not exceed 33%. If an installers NTF percentage exceeds 33%, WildBlue will institute monetary Charge Backs to the installer to cover the excessive cost associated with shipping and testing good equipment.*

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Modem Repacking Checklist: This area is a quick checklist for the UPS team to validate that all modem related parts were shipped.

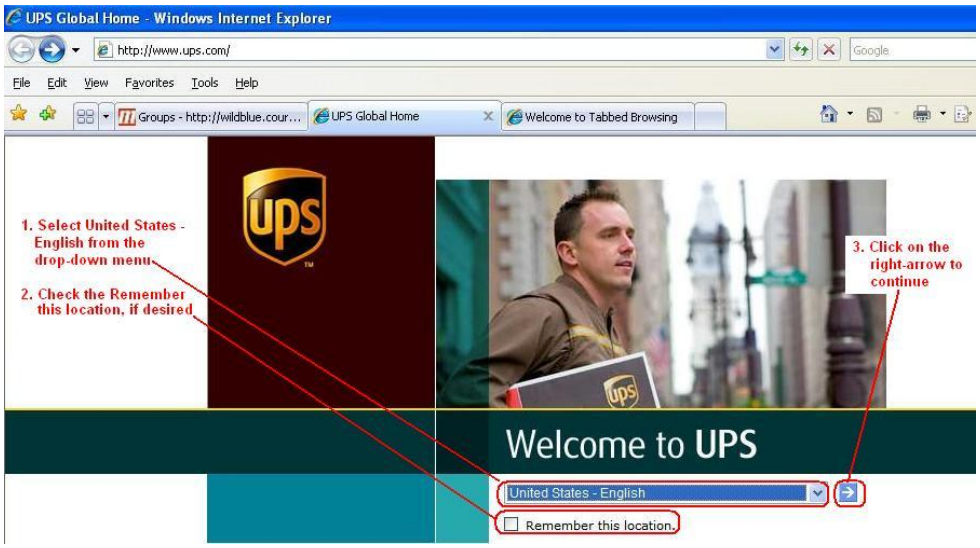
Page Buttons: The page buttons are:

Back	Clicking the **Back** button returns the **Equipment Search** page to allow for another search.
Print Screen	Clicking the **Print Screen** button opens a new Browser page with a printer friendly version of the Equipment Details page.

Using the UPS™ Tracking Number

Step 1. Locate the Replacement Tracking Number on the RMA Tool Equipment Details page.

Step 2. Go to the UPS™ Web page: *http://www.ups.com/*. Click on the down-arrow and select *United States – English* from the drop-down menu. Click on the **Remember the location** check box, if desired and, finally, click on the **right-arrow** to continue.


UPS Global Home - Windows Internet Explorer
http://www.ups.com/
1. Select United States - English from the drop-down menu
2. Check the Remember this location, if desired
3. Click on the right-arrow to continue
Welcome to UPS
United States - English
Remember this location.

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Step 3. On the **UPS™ United States** page, enter the tracking number in the **Enter a Tracking or InfoNotice Number** field. Click on the **Track→** button. The current shipment tracking information will display.

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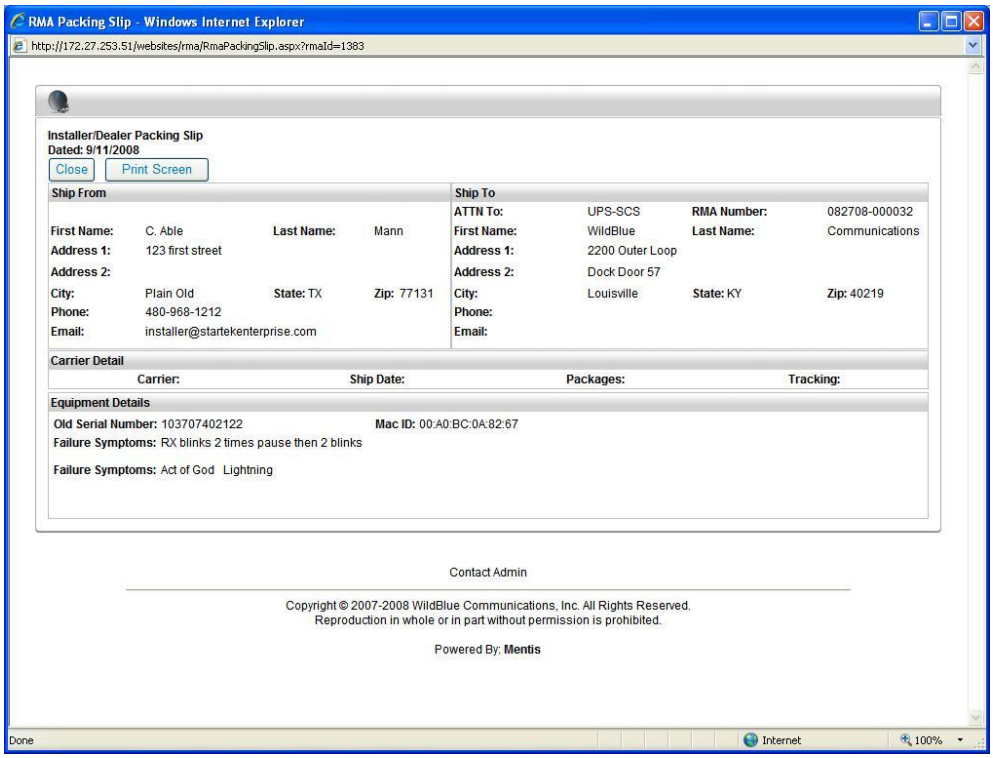
ADDENDUM

The **Packing Slip** page and **Shipping Label** page are pop-up pages. Therefore, either turn off the *Browser Popup Blocker* or *allow Popups* from the RMA Tool site. The page buttons are:

Close	The Close button closes the Popup page.
Print Screen	The Print Screen button sends the Packing Slip or Shipping label(s) to the printer.

Packing Slip Popup Page Example

Always review the **Packing Slip** before clicking the **Submit** button on the **Field RMA Details** page. This allows for error correction. The **Packing Slip** is printed landscape on a single 8 x 10 paper.



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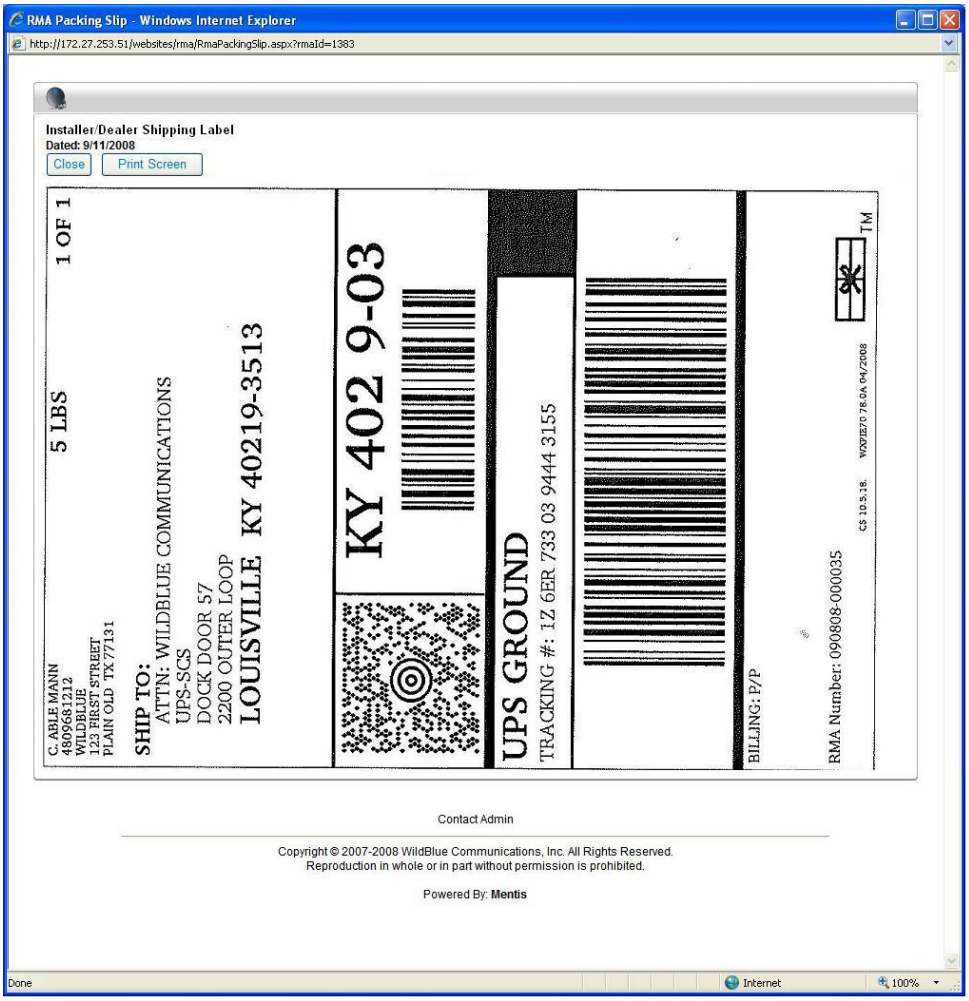
Single Shipping Label Popup Page Example

When the **RMA Record** is for a *single Failed Equipment*, the **Shipping Label** is printed landscape on a single 8 x 10 paper. Cut in half to use.



Double Shipping Label Popup Page Example

When the **RMA Record** is for *two pieces of Failed Equipment*, both S**hipping Labels** print landscape on a single 8 x 10 paper. Cut in half to use.

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